DOWNSOUTH REALTY

0402 849 938
admin@downsouthrealty.com.au
www.downsouthrealty.com.au

Tenant Maintenance Request

Please provide as much information as possible so the repair can be assessed and allocated promptly.

URGENT OR DANGEROUS ISSUES

For a life-threatening emergency, fire, serious injury or immediate danger, call 000.

Do not rely on this form for an urgent repair or active safety risk. Contact DownSouth Realty immediately on 0402 849 938.

If safe to do so, isolate the affected water, power or gas supply and keep people away from the hazard.

Property & Tenant Details

Property address *

Unit number

Tenant name *

Mobile phone *

Email address *

Preferred contact method

Date reported *

Time reported

Tenancy reference

Issue Priority

How would you describe the issue? *

- [ ] Immediate safety concern
- [ ] Urgent - worsening quickly
- [ ] Routine repair
- [ ] Cosmetic / non-urgent

Is the property currently safe to occupy? *

- [ ] Yes
- [ ] No
- [ ] Unsure

Is the issue causing active damage? *

- [ ] Yes
- [ ] No
- [ ] Unsure

Describe any immediate risk, active leak, loss of essential service or damage occurring now

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Maintenance Category & Fault Details

Describe the issue clearly so the correct trade can be allocated.

Maintenance Category

Select the closest category *

- [ ] Plumbing / water
- [ ] Electrical / power
- [ ] Hot water
- [ ] Gas
- [ ] Appliance
- [ ] Heating / cooling
- [ ] Roof / gutters
- [ ] Locks / security
- [ ] Pest issue
- [ ] Structural / building
- [ ] Garden / exterior
- [ ] Other

Detailed Description

Describe the fault, including what is or is not working *

Exact location in the property *

When did it start? *

How often does it occur?

- [ ] Constant
- [ ] Intermittent
- [ ] Only when used
- [ ] First occurrence
- [ ] Recurring issue

What happened immediately before the issue started?

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Troubleshooting & Evidence

Only complete troubleshooting that can be performed safely.

Troubleshooting Already Attempted

Only select steps safely completed

- [ ] Checked switches / controls
- [ ] Reset safety switch
- [ ] Checked batteries
- [ ] Turned fixture off
- [ ] Cleaned filter / trap
- [ ] No action taken

Results of troubleshooting or any relevant error code

Photos, Video & Supporting Evidence

Evidence available

- [ ] Photos attached
- [ ] Video attached
- [ ] Screenshot / error code
- [ ] No evidence available

Number of attachments and what they show

Previous Repair History

Has this issue been reported or repaired before? *

- [ ] Yes
- [ ] No
- [ ] Unsure

If yes, provide the approximate date, contractor and outcome

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Access, Pets & Attendance

Provide clear access instructions to avoid delays or missed appointments.

Permission to Access

May DownSouth Realty or an authorised contractor enter using agency-held keys? *

- [ ] Yes
- [ ] No
- [ ] Contact me first

May entry occur if no tenant is home? *

- [ ] Yes
- [ ] No
- [ ] Only after confirmation

Access instructions, alarm details, gates, parking or areas that must not be entered

Availability

Preferred attendance period

- [ ] Weekday morning
- [ ] Weekday afternoon
- [ ] Any weekday
- [ ] After hours if available

Preferred date 1

Available times

Preferred date 2

Available times

Other availability or contact instructions

Pets, Children & Occupant Safety

Are pets kept at the property? *

- [ ] Yes
- [ ] No

Pet type, location and how pets will be secured during attendance

Will children or vulnerable occupants be present?

- [ ] Yes
- [ ] No
- [ ] Unsure

Relevant safety, health, accessibility or communication information

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Communication & Tenant Confirmation

Preferred Communication

Who should receive booking updates?

- [ ] Reporting tenant
- [ ] All tenants
- [ ] Alternative contact

Alternative contact name

Phone

Tenant Confirmation

By submitting this request, I confirm that the information provided is accurate to the best of my knowledge. I understand that DownSouth Realty may share the information with the property owner, authorised contractors and relevant service providers for the purpose of assessing, arranging and completing the repair.

- [ ] I have taken reasonable steps to prevent further damage where it was safe to do so.
- [ ] I will keep the affected area reasonably accessible and secure pets before an authorised attendance.
- [ ] I understand that appointment times may depend on urgency, owner instructions, contractor availability and required parts.
- [ ] I understand that I may be responsible for costs where a repair is required because of tenant damage, misuse, a false call-out or failure to follow reasonable operating instructions, subject to the tenancy agreement and applicable law.
- [ ] I will promptly advise DownSouth Realty if the issue worsens, becomes unsafe or is resolved before attendance.

Tenant full name *

Date *

Signature *

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Office Use Only

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Job / work-order number

Property

Priority assigned

- [ ] Emergency
- [ ] Urgent
- [ ] Routine
- [ ] Monitor / no action

Owner contacted

Date / time

Authority limit

Contractor allocated

Trade

Attendance date / time

Completion date

Assessment, instructions and completion notes