



Maintenance Request

Maintenance requests must be submitted to this office in writing. This can be done online or by completing the form below and faxing it to us on 03 9670 2911.

In order to be able to process your maintenance request as efficiently and quickly as possible it is important that you provide us with as much detail as possible. We do our best to rectify your maintenance requests in a timely manner.

Should the maintenance request be for an appliance please be sure to mention the make, model and serial number, and in the case of an oven or hot water service, whether it is gas or electric.

If your maintenance request is an emergency please contact Crawfords Group Immediately on (03) 9670 2922 or our property manager on 0425 821 922.

Maintenance Details

Date of Request:

Tenant Name:

Property Address:

Contact Name:

Contact Number:

Email Address:

Preferred Method of Contact:

Maintenance Details

Priority:

Maintenance Request Information:

Please provide as much detail as possible

Please Note:

If a maintenance contractor is called out to carry out necessary repairs and the problem is found to be a usage problem or one of your appliances is faulty, you may be responsible for the Service Callout and any associated costs.

If an arrangement has been made to access the property and you fail to provide access for any trades people we have arranged, the service charge for calling the tradesperson will be automatically passed on to you for payment.

We strongly suggest you refer to your Lease and be aware of maintenance issues that are the tenant's responsibility such as replacement of light globes throughout your tenancy.

I acknowledge that my contact information may be provided to contractors engaged by Crawfords Group

I acknowledge that if the item requiring attention is NOT faulty, or is faulty due to my own actions or misuse I may be found liable for the cost of the call out fee and/or repair

I acknowledge that I have read and understood the conditions of this maintenance request.