

MAINTENANCE INSTRUCTIONS

All correspondences and requests must be directed to our office in **WRITING**

AFTER HOURS

Any maintenance that is not health or safety issue must wait till the next working day to avoid hefty call out fees. Failure to do this will result in call out fees passed on to the tenants for payment

A tenant is only permitted to contact a tradesperson directly should it be a health or safety risk and you cannot get hold of Prime Property Hervey Bay

ELECTRICAL FAULTS AND YOUR APPLIANCES

If the electrical invoice comes back and the electrical fault has been caused due to one of your own personal appliances the cost will be forwarded onto the tenant for payment. If it's something faulty with the house electrical components, then the owner will be liable to cover the costs.

OPERATION ERROR

Should an appliance or air-conditioner not be working due to incorrect settings or operation and the appliance, or air-conditioner not be faulty then the invoice will be passed onto the tenant for payments.

Should the appliance or air-conditioner be faulty then owner will be liable for payment.

TRADEPERSON

PLUMBER – Guaranteed Plumbing: 4125 3525

ELECTRICIAN – Astra: 4129 5083

LOCKSMITH – Shaun - Concept Locksmiths: 0458 507 508