



TENANT REPAIRS/MAINTENANCE FORM

It is a policy of our office that all repairs or maintenance requests **MUST BE IN WRITING** and emailed, posted, faxed or delivered to the office of your Property Manager as soon as possible.

EMERGENCY REPAIRS ONLY WILL BE ACCEPTED OVER THE PHONE
(Please refer over page for an explanation of what constitutes an Emergency)
EMERGENCY PHONE: 021 278 7768

Please either lodge this form in person, email, post or fax to the Office of your Property Manager as below.

Avondale Office

1875 Great North Road, Avondale
PO Box 19-634, Avondale
Ph: 09 829 0153 Fax: 09 829 0154
rentals.avondale.nz@goodwinrealty.co.nz

City Office

Shop W4, Ground Floor, T & G Building,
15-31 Wellesley Street, Auckland CBD
Ph: 09 373 4400 Fax: 09 373 4401
centralcity.admin@goodwinrealty.co.nz

Mt Albert Office

6 Mt Albert Rd, Mt Albert
PO Box 77-100, Mt Albert
Ph: 09 846 9830 Fax: 09 815 8306
rentals.mtalbert.nz@goodwinrealty.co.nz

Property Manager: _____

Property Address: _____

Tenant: _____

CONTACT DETAILS: Name: _____

Relationship to tenant: _____

Phone: (Hm) _____ (Wk) _____ (Mob) _____ (Fax) _____

REPAIRS REQUIRED: Be specific and give full details

How long has this condition existed? _____

If any of these items need attention please circle the option which applies;

HOT WATER: GAS/ELECTRIC **OVEN:** GAS/ELECTRIC Make: _____ Model: _____

ACCESS TO THE PROPERTY

We will use our office key for access for tradespeople. All tradespeople have been vetted by Goodwin Property Management, and will act in a professional manner to complete the necessary repairs.

TENANTS CONFIRMATION

I/We hereby authorise your office and/or the repairers to enter the property as above in order to view or carry out the repairs.

TENANTS SIGNATURE: _____ **DATE:** _____

OFFICE USE ONLY

Contractor: _____

What Constitutes An Emergency?

Unsecured premises due to a break in, call the Police first – then call the Property Manager if the premises are not properly secured.

Fire or they smell smoke, if a fire has already ignited hang up and dial 111 immediately.

Overflowing drainage or sewerage

Serious water or plumbing leak turn off the water if you are able to find the valve

No power – call the power company in the first instance.

No water

Alarm that will not turn off

The following DO NOT constitute an emergency

*No hot water,

*No cooking facilities.

Everyday appliance failure, no power, if it is a power company issue,

no water, if it is a water company issue,

lost keys or keys locked in a house or car, please phone a locksmith.

If you are unable to use the toilet, as it is locked from the inside, or you have nowhere to stay and you need to view the house now.

***Each case will be assessed on its merits. Assessing if this requires immediate assistance is the responsibility of the Property Manager. In all cases take the tenant details – their details can then be passed on to the Property Manager who can then contact them for further information and offer further assistance.**