

WHAT IS AN URGENT REPAIR?

Urgent repairs include items that need to be fixed straight away if they affect your safety and security. This document has been updated to include the additional urgent repair items introduced in March 2021 to the Residential Tenancies Act.

URGENT REPAIRS ARE REQUIRED FOR . . .

A failure or breakdown of electricity, gas or water supply

Burst water service

Blocked or broken toilet system

Serious roof leak

Gas leak

Dangerous electrical fault

Flooding or serious flood damage

Serious storm or fire damage

A failure or breakdown of an essential service or appliance provided by the Rental Provider for: hot water, cooking, heating, cooling or laundering

Any appliance, fitting or fixture which is not working properly and causes a large amount of water to be wasted

Any fault or damage that makes the premises unsafe

A serious fault in a lift or staircase

A pest infestation

The presence of mould or damp caused by or related to the building structure

A failure to comply with one of the rental minimum standards

A failure or breakdown of a safety device, including a smoke alarm, residual current device, fire sprinkler systems, emergency lighting or pool fence

CONTACT

CMC and VicWide

Business hours **9208 0800**
(Mon-Fri 9-5pm)

Freecall **1800 353 669**

After hours

URGENT REPAIR **0417 102 414**

When reporting an urgent repair be ready with ...

1. Your address
2. Your contact details
3. A brief description of the problem

CERC members

Call your CERC Maintenance Director