

To lodge a maintenance form

- Lodge in person or mail to CRASTO Properties, PO Box 3306, Robina Town Centre, Qld – 4230
- Scan and email to info@crasto.com.au

Maintenance Request Agreement

- I acknowledge that I have read and tested all of the troubleshooting hints and tips
- I understand that the tenant agrees to replace light bulbs as required, at their own cost.
- I acknowledge that I have tested all appliances in my property as suggested in the troubleshooting. I understand that if any electrical issues are caused by faulty appliances, I will be held accountable for any costs/callout fees incurred.
- I agree that if I request emergency maintenance and it is not classed as "Emergency Repairs" I will be held responsible for full payment of the callout and other fee/s involved.
- I acknowledge that if this is NOT a genuine maintenance I will be responsible for paying the call out fee and labour cost.

Should you initiate any repairs or maintenance without proper authority you do so at your own cost (except in cases of emergency).

Maintenance Request Form

Please complete all details below so we can attend to your request as soon as possible. Submission of request does not guarantee approval. Owner's instructions to be confirmed.

Primary Tenant Details

Full Name * _____ (First Name) _____ (Last Name)

Property Address * _____

Phone (Work) * _____ (Mobile) _____

Your Email * _____

Details of repair or maintenance

Please provide as much information as possible so we can arrange the appropriate action. Please attach photos if you have one along with the form (max file size 4mb each):

Access for Tradesperson

- Use Agency Key
- Tenant to be present. Tradesperson is to call Tenant to arrange time.
- Dogs are kept on premises. Tenant agrees to restrain or remove for access.

Please Note

If a booking is made with a Tradesperson and access is not available for the Tradesperson, as arranged with tenants, you may be liable for the Tradesperson's call out fee. It is important to ensure a nominated person is at the premises to allow access.

Important Note:

If you have not been contacted by our representatives within 2 working days of submitting your maintenance request please contact our office on 1300 774 234 in the event of a technical error. All requests are subject to the lessor's approval. All non-urgent maintenance is subject to tradespeople availability.