

Maintenance Request

We advise to report any issue in your property as soon as possible. Please use the tenant portal to communicate with us. We will access the problem and contact the appropriated trades services to repair it. You will received an entry notice with day and time for the assigned job of the repair/quote. Please, be aware that water leaking and hot water system faulty could ending in extra water or electricity cost for you if not reported quickly.

Emergency Maintenance

If you have any emergency maintenance after office hours or weekends, and you are unable to contact your property manager, please used the designated trades contact list provided with your entry report. They may bill us direct, or maybe you will have to pay upfront and send the receipt to us, in order to be reimbursed.

Garden

The garden of your rental property required you to continue maintained tide and clean for the duration of your contract. You can make a choice in your contract of continue using our garden services or do it yourself. We also, can supplier our referral garden list for you negotiated according to your property needs.

Smoke Alarm

At the initial of your tenancy, all smoke alarms were tested and all batteries are function perfectly. However, is required by the tenant to test it each 3 month and if necessary batteries replacement are the tenant responsibility.

Pool

All our properties with pool are complying with the legislation, with pool certify, annually. Your responsibility as a tenant is to maintain it heathy and with cleaning conditions to be usable by you and your family. If this is your first time renting a property with a pool and you need advise in how to proceed please ask. You will find your pool instruction attached with your entry report.

Pest Control

Your unit is annually covered by pest control for cockroaches and fleas to make your stay free of these bugs. However, there is a matter of unforeseen situation that may happen at your rental property. Please, do report any abnormal situation for us to access. If your property is pet friendly, charges it may applying for fleas spray.