

03

GENERAL REPAIR REQUEST

Residential Tenancies Act 1997 (ACT) — Schedule 1, Clauses 54, 57

Your rights when the lessor won't fix non-urgent maintenance issues

WHEN TO USE THIS BUNDLE

Use this bundle when you identify a maintenance issue at your rental property that is not an emergency — for example: a faulty appliance, plumbing fault, damaged fixture, structural problem, or any defect affecting the habitability or amenity of the property.

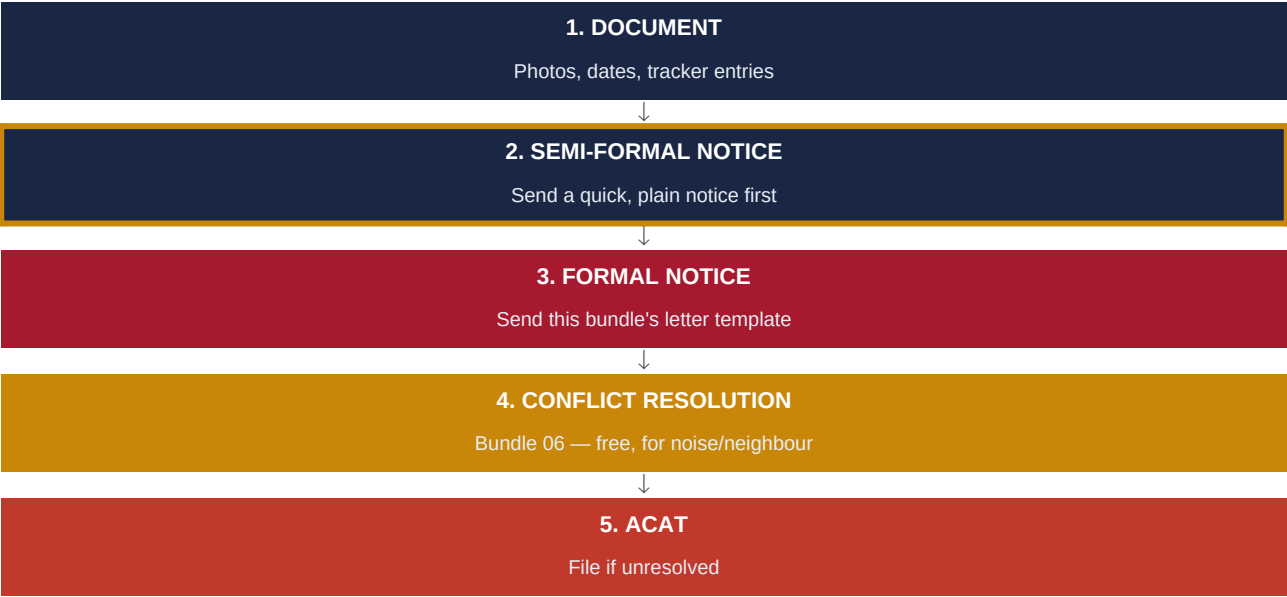
KNOW THE LAW — THE LESSOR'S REPAIR DUTY (SCHEDULE 1, CL 54, 57)

Clause 54 of Schedule 1 requires the lessor to provide the premises in a reasonable state of repair at the start of the tenancy. Clause 57 requires non-urgent repairs to be completed within 4 weeks of being notified, unless otherwise agreed.

WHAT COUNTS AS DISREPAIR?

ISSUE TYPE	EXAMPLES
Appliances	Oven not heating, dishwasher not working, rangehood broken
Plumbing	Dripping tap, slow drain, leaking pipe (non-burst)
Structural	Cracked wall, damaged ceiling, broken window latch
Fixtures	Broken door handle, loose cupboard, damaged flooring
Habitability	Inadequate hot water, mould from structural cause, pest infestation
Outdoor	Broken fence, damaged guttering, non-urgent roof issue

HOW THE SYSTEM WORKS — YOUR ESCALATION PATH



The highlighted box shows where this bundle fits in the journey.

03

STEPS TO SUCCESS

ACT — ACAT

Residential Tenancies Act 1997 (ACT) — Schedule 1, Clauses 54, 57

01 Document the issue immediately

Take dated photographs and video. Note when you first identified it.

02 Notify the lessor in writing

Email is best — it creates an automatic timestamp and starts the 4-week clock under clause 57.

03 Calculate your 4-week deadline

Clause 57 gives the lessor 4 weeks from notification to complete non-urgent repairs, unless otherwise agreed. Mark this date immediately.

04 Request written confirmation

Ask for written confirmation of a tradesperson booked and a proposed repair date.

05 Update your Evidence Tracker

Log every interaction immediately — date, method, summary, and the lessor's response or non-response.

06 Escalate if the 4-week deadline passes

Apply directly to ACAT (Bundle 06) — the firm 4-week clause gives you a clear date to point to.

IF YOU NEED TO ESCALATE — WHAT ACAT CAN ORDER

ACAT can order the lessor to carry out specified repairs by a set date and award compensation for losses suffered as a result of the disrepair.

★ GOOD TO KNOW — 4 WEEKS IS A FIRM CLAUSE — NOT JUST A GUIDELINE

Unlike some other states' 'reasonable time' standard, clause 57 sets a specific 4-week deadline for non-urgent repairs (unless otherwise agreed) — a clear, citable date once it passes.

■ CRITICAL — DO NOT WITHHOLD RENT

Under no circumstances withhold rent to pressure repairs. This gives the lessor grounds for a termination notice and seriously damages your position.

■ CRITICAL — 4 WEEKS IS A FIRM DEADLINE UNDER CLAUSE 57

Unlike a vague 'reasonable time' standard, this is a specific, citable date — mark it the day you send your notice.

NOTICE OF REPAIRS — GENERAL REPAIR REQUEST

Residential Tenancies Act 1997 (ACT) — Schedule 1, Clauses 54, 57

1. COPY

Copy the letter below into a new email

2. FILL

Replace every **[bracketed]** field with your details

3. SEND

Email it — request a read receipt, save a copy

This is your first contact — a short, plain notice. Copy it into an email or text message and send it the day you notice the issue. If it's ignored, use the formal template on the next page.

SUBJECT:

Repairs needed at **[Insert Property Address]**

Hi **[Insert Property Manager Name]**,

Just letting you know the following needs repair at the property. Could you please arrange this within **[Insert Timeframe — e.g., 4 weeks]**, or let me know if that's not possible.

WHAT NEEDS FIXING

- Issue: **[Insert a clear, specific description of the maintenance issue.]**
- First noticed: **[Insert Date]**

WHAT I'M ASKING FOR

- Please arrange for a tradesperson to inspect and repair this within **[Insert Timeframe]**.
- Let me know if you need more information or access arranged.

Thanks,

[Your Full Name]

[Property Address]

[Contact Number / Email]

1. COPY

Copy the letter below into a new email

2. FILL

Replace every **[bracketed]** field with your details

3. SEND

Email it — request a read receipt, save a copy

Fill in every **[bracketed]** field, then send via email — request a read receipt.

SUBJECT:

FORMAL REQUEST FOR GENERAL REPAIR: **[Insert Property Address]**

Dear **[Insert Property Manager Name]**,

Please accept this correspondence as formal notification of a maintenance issue at the above-referenced property. I respectfully request your prompt attention.

1. PARTICULARS OF DISREPAIR

- Issue: **[Insert a clear, specific description of the maintenance issue.]**
- Date First Identified: **[Insert Date]**
- Impact: **[Describe how the issue is affecting your use or enjoyment of the property.]**

2. LESSOR'S STATUTORY OBLIGATION

- Under Schedule 1, clause 57 of the Residential Tenancies Act 1997, the lessor must complete non-urgent repairs within 4 weeks of being notified, unless otherwise agreed.
- I request that these repairs be completed within that 4-week period — by **[Insert Date]**.

3. COMMUNICATION AND RECORD KEEPING

- Please provide written confirmation confirming the appointment of a tradesperson and a proposed repair date.
- I am maintaining a chronological evidence log of all correspondence. If no response is received, I reserve the right to apply to ACAT.

Yours sincerely,

[Your Full Name]

[Property Address]

[Date]

[Contact Number / Email]