

GENERAL REPAIR REQUEST

Residential Tenancies Act 1995 (SA) — Section 68

SA — SACAT

Your rights when the landlord 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.

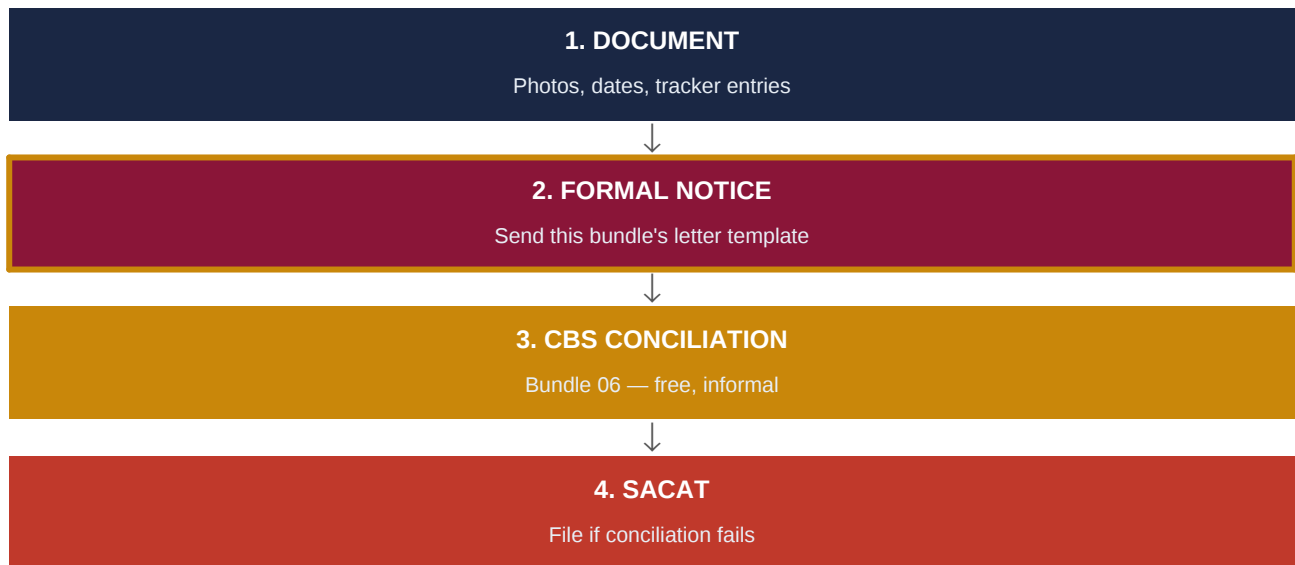
KNOW THE LAW — THE LANDLORD'S REPAIR DUTY (S.68)

Section 68 of the Residential Tenancies Act 1995 requires the landlord to ensure the premises are in a reasonable state of repair at the start of the tenancy, and to keep them that way having regard to their age, character, and prospective life.

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

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01 Document the issue immediately

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

02 Notify the landlord in writing

Email is best — it creates an automatic timestamp. State a reasonable timeframe for repair — 14 days is standard and defensible.

03 Request written confirmation

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

04 Update your Evidence Tracker

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

05 Escalate if ignored

If no action within your stated timeframe, contact CBS (131 882) for free conciliation, then SACAT (Bundle 06) if unresolved.

IF YOU NEED TO ESCALATE — WHAT SACAT CAN ORDER

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

★ GOOD TO KNOW — '14 DAYS' IS STANDARD, NOT A STATUTORY DEADLINE

There is no fixed 14-day repair deadline written into the Act — the requirement is a 'reasonable state of repair.' Requesting 14 days is standard and defensible — but never describe it as a statutory period.

■ CRITICAL — DO NOT WITHHOLD RENT

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

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. LANDLORD'S STATUTORY OBLIGATION

- Under Section 68 of the Residential Tenancies Act 1995, the landlord has a duty to ensure the rented premises are maintained in a reasonable state of repair.
- I request that these repairs be completed within a reasonable period — which I consider to be 14 days given the nature of this issue.

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 lodge a conciliation request with Consumer and Business Services and, if necessary, apply to SACAT.

Yours sincerely,

[Your Full Name]

[Property Address]

[Date]

[Contact Number / Email]