

04

URGENT REPAIR NOTICE

Residential Tenancy Act 1997 (Tas) — Section 33

TAS —
Magistrates
Court

Your rights when the owner fails to act on an essential service failure

WHEN TO USE THIS BUNDLE

Use this bundle for the failure of an essential service: water, gas, electricity, sewerage, hot water, or heating.

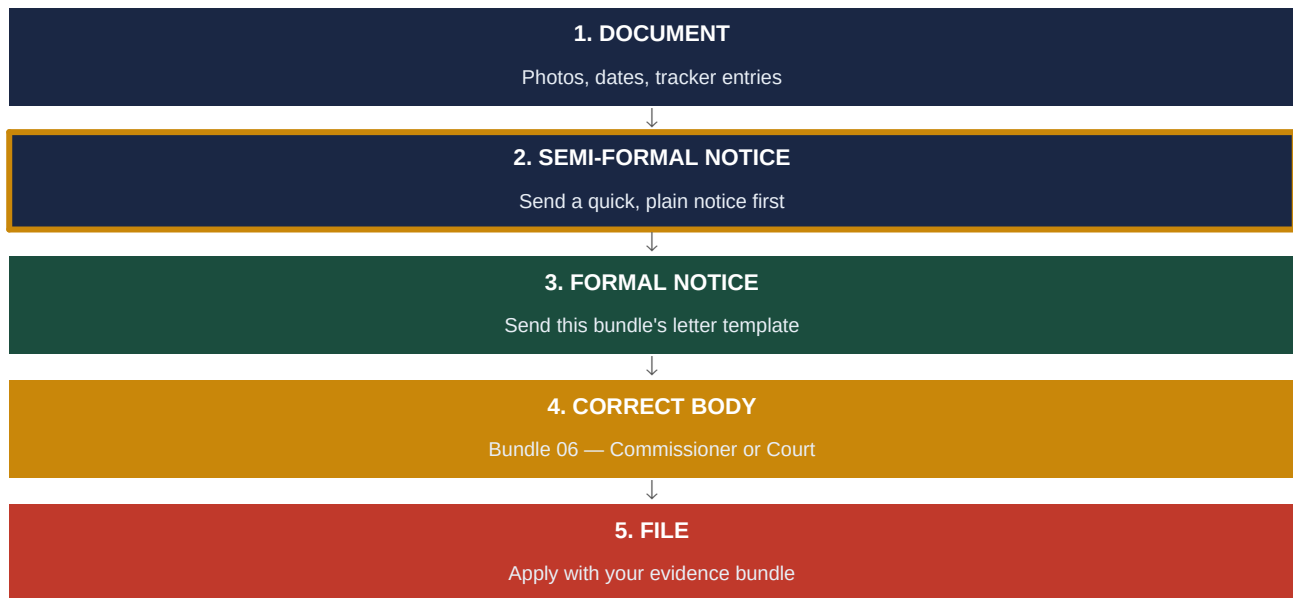
KNOW THE LAW — THE RIGHT TO SELF-HELP REPAIR (S.33)

Section 33 covers failures of essential services — water, gas, electricity, sewerage, hot water, and heating. Once notified, the owner must arrange repair or restoration as soon as practicable, generally understood as within 24 hours.

WHAT QUALIFIES AS AN ESSENTIAL SERVICE FAILURE?

CATEGORY	EXAMPLES
Water supply	Complete loss of water to the premises
Gas supply	Loss of gas supply, or a suspected gas leak
Electricity supply	Complete loss of power to the premises
Sewerage	Blocked or non-functioning sewerage system
Hot water	Failure of the hot water system
Heating	Failure of the sole heating system in cold weather

HOW THE SYSTEM WORKS — YOUR ESCALATION PATH



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

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STEPS TO SUCCESS

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- 01 Document and photograph immediately**
Take timestamped photos and video of the fault. Note the exact date and time of discovery.
- 02 Contact by phone AND email simultaneously**
This creates both an immediate response attempt and a timestamped written record.
- 03 Attempt the owner's nominated repairer first**
If a nominated repairer is used, the owner pays the cost.
- 04 Arrange the repair yourself if the owner is unresponsive**
If the owner does not act promptly, you may arrange a suitable repairer yourself and seek reimbursement from the owner.
- 05 Claim reimbursement in writing**
Send the invoice to the owner in writing and request reimbursement. If refused, this becomes a Commissioner or Court matter.
- 06 Log everything in your Evidence Tracker**
Record exact times for all contacts — not just dates.

IF YOU NEED TO ESCALATE — WHAT MAGISTRATES COURT CAN ORDER

If the owner refuses to reimburse a self-arranged essential-service repair, you can pursue reimbursement through the appropriate body — check whether this falls to the Residential Tenancy Commissioner or the Magistrates Court for your specific circumstances (Bundle 06).

★ GOOD TO KNOW — NOTE WHICH REPAIRER YOU USE

If you use the owner's nominated repairer, the owner pays the cost directly. If you arrange your own suitable repairer because the owner didn't respond, keep every invoice — this is your reimbursement evidence.

■ CRITICAL — ACT AS SOON AS PRACTICABLE — GENERALLY WITHIN 24 HOURS

Section 33 expects the owner to arrange repair of an essential service failure as soon as practicable — generally understood as within 24 hours of being notified.

■ CRITICAL — DO NOT WITHHOLD RENT

Even during an unresolved urgent repair, rent must be paid in full.

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NOTICE OF REPAIRS — URGENT REPAIR

TAS —
Magistrates
Court

Residential Tenancy Act 1997 (Tas) — Section 33

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 — send it immediately, by phone AND email/text. Copy the written part below into your message. If there's no prompt action, use the formal template on the next page.

SUBJECT:

Urgent repair needed at [Insert Property Address]

Hi [Insert Property Manager Name],

I need to let you know about an urgent repair issue at the property that needs attention as soon as possible.

WHAT'S HAPPENED

- Issue: **[Describe the urgent repair issue clearly and specifically.]**
- Date and time first identified: **[Insert Date and Time]**

WHAT I'M ASKING FOR

- Please arrange for this to be attended to urgently.
- Please confirm you've received this and let me know the arrangements being made.

Thanks,

[Your Full Name]

[Property Address]

[Contact Number / Email]

1. COPY

Copy the letter below into a new email

2. FILLReplace 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:****URGENT REPAIR NOTICE — IMMEDIATE ACTION REQUIRED: [Insert Property Address]****1. NOTICE OF BREACH**

- Take notice that an essential service at the premises has ceased to function, constituting a breach of the owner's duty under Section 33 of the Residential Tenancy Act 1997.

2. PARTICULARS OF FAILURE

- Essential Service Affected: **[Describe the urgent repair issue clearly and specifically.]**
- Date and Time First Identified: **[Insert Date and Time]**
- Safety / Habitability Impact: **[Describe why this issue renders the property unsafe or uninhabitable.]**

3. FORMAL DEMAND

- Pursuant to Section 33, the owner is required to arrange repair or restoration as soon as practicable.
- If repairs are not arranged promptly, I will engage a suitable tradesperson independently and hold the owner liable for the cost incurred.

4. EVIDENCE LOGGED

- All correspondence, photographic evidence, and recordings relating to this matter are being maintained in a chronological evidence index.

Yours sincerely,**[Your Full Name]****[Property Address]****[Date]****[Contact Number / Email]**