

NEED HELP?

Emergency maintenance and urgent repairs

MRE



mre.today

URGENT REPAIRS

Urgent repairs are serious problems affecting your safety and security in the home, or the failure of any essential service or appliance.

Essentially, anything that is either putting you in immediate danger or causing immediate damage to the property.

These kinds of repairs include:

- A burst water service;
- A blocked or broken toilet system;
- A serious roof leak;
- A gas leak;
- A dangerous electrical fault;
- Flooding or serious flood damage;
- Serious storm or fire damage;
- A failure or breakdown of any essential service or appliance provided by the rental provider or agent for hot water, water, cooking, heating, or laundering;
- Failure or breakdown of the gas, electricity, or water supply;
- Any fault or damage in the premises that makes the premises unsafe or insecure;
- An appliance, fitting or fixture that is not functioning properly or causing a substantial amount of water to be wasted;
- A serious fault in a lift or staircase; or
- Repairs or replacements relating to air conditioning, safety devices and any fault or damage which makes the property unsafe or insecure, including pest infestations, mould or dampness caused by or related to the building structure.

We know that there will be times when general repairs and maintenance may need to be undertaken during your residency. All non-urgent repairs or maintenance should be reported via your tenancy portal login at my.kolmeo.com as soon as you notice the issue.

- » Here is where you will create a request provide specific information and attach images to assist us with troubleshooting the issue. Videos must be emailed directly to your portfolio manager for them to upload using a unique link.

Note: You can upload a maximum of 5 photos to a Request.

If the repair is not one of the items listed above, it is not classified as urgent and will be attended to during business hours. If you use a trade not specified on this list and the repair is not urgent, you will be liable for the invoice.

Reporting urgent maintenance

Within MRE business hours

Should an urgent repair item occur during business hours (Monday to Friday, 8:30am–5:00pm, excluding Public Holidays), please call your Portfolio Manager immediately.

If you email your Portfolio Manager and receive an 'out of office' reply, please call our concierge team on 03 9829 2900

URGENT REPAIRS

Reporting urgent maintenance

Outside of MRE business hours

If an urgent repair occurs outside of our business hours, please contact the relevant tradesperson below to arrange for the repair. If any of the provided tradespeople are not available, you may engage another local tradesperson to attend. Please note any tradesperson used that is not on the provided list may bill you directly and you will need to seek reimbursement through your Portfolio Manager the next business day.

Remember to email your Portfolio Manager to let them know that an urgent repair item has occurred outside of business hours.

FLOODING

Flood Restoration Melbourne (FRM)

0430 124 748

info@floodrestoration.melbourne

MAINTENANCE

IKON Management Group Pty Ltd

9303 9948

info@ikonmanagementgroup.com.au

Glen Iris Property Maintenance

0403 661 133

info@gipm.com.au

ELECTRICAL

Lume Electrical Services

9532 3723

info@lumeservices.com.au

APPLIANCES

Dom Tech Australia

9872 6850

ashley@domtech.com.au

SMOKE ALARMS

Detector Inspector

1300 134 563

info@detectorinspector.com.au

AIR CONDITIONING AND HEATING

Simple Air Solutions

0400 089 138

markconwayaircon@gmail.com

PLUMBING

Metrowest Plumbing

0417 617 274

info@metwestplumbing.com.au

Melbourne Plumbing Group

1300 116 486

melbourneplumbinggroup.com.au/contact-us/

URGENT REPAIRS

LOCKSMITHS

Ace Locksmiths – South East

9534 0586

sales@acelocksmiths.com

Wynns Locksmiths – North

9495 1122

keys@wynnslocksmiths.com.au

MCS Locksmiths

9867 5958

mcslocks@bigpond.net.au

Artists Locksmith

(Paul)

0410 974 734
