

**Subject:** You have reached us outside of business hours

**From:** "Areal Property Hawthorn (MPM)" <MPM@email.propertyme.com>

**Date:** 14/7/68, 22:40

**To:** Chawakorn Kamnuansil <ck.chawakorn@gmail.com>

agent image

Thank you for your email. Our office hours are Monday to Friday between 9.00 am and 5:30 pm. We appreciate you reaching out to us and will respond to your inquiry as soon as possible.

**Urgent Maintenance Requests:** During after-hours, only urgent maintenance issues will be attended to. For definitions of urgent repairs, please refer to the attached CAV Booklet ([Consumer Affairs Victoria Urgent Repairs Link](#)). For urgent maintenance during after-hours, please call us at 03 8686 8388. You can also review the after-hours trades list [click here](#)

Please be assured that our selected tradespeople used for urgent maintenance will directly send us the invoice for payment, simplifying the process for our renters.

**Non-Urgent Maintenance Requests:** All non-urgent maintenance requests should be submitted via your Property Me Tenant portal or emailed to [mpm@email.propertyme.com](mailto:mpm@email.propertyme.com). Non-urgent maintenance will be addressed when the office reopens. We appreciate your understanding and cooperation in this matter.

When submitting a maintenance request, please include:

1. **Photos:** Provide photos from a distance and one close-up.
2. **Appliance Details:** Include the make, model number, and year.
3. **Event History:** Briefly describe the events leading up to the issue.
4. **Potential Risks:** Note any potential damage or injury related to the issue.
5. **Separate Requests:** Lodge a separate request for each issue.

Providing this detailed information enables us to process your request more efficiently. Upon receiving the relevant details, we will seek approval from the Rental Provider.

**Maintenance Liability Notice:** Please be aware that if a trade report indicates that the issue was caused by incorrect usage or no fault is found, repair and call-out costs will be the renter's responsibility.

For general inquiries, you can reach us at [mpm@email.propertyme.com](mailto:mpm@email.propertyme.com).

Thank you again for your email. We appreciate your patience and look forward to assisting you soon.

Best regards,  
Areal Property  
E: [mpm@email.propertyme.com](mailto:mpm@email.propertyme.com)  
P: 03 8686 8388

**If you have any feedback regarding my service, please feel free to contact my manager.**

**Jamie Ong (Head of Property Management)** [jamie.ong@areal.com.au](mailto:jamie.ong@areal.com.au)

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