

Subject: You have reached us outside of business hours

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

Date: 4/7/68, 22:32

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

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. 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.

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

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

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