

Maintenance Request Form

A:477 Christchurch Rd, Bournemouth, Dorset BH1 4AD

T:01202 300030 F:01202 300020

E:info@terrafirmagroup.co.uk

W:www.terrafirmagroup.co.uk

DATE: ___/___/___ TIME: ___:___ AM/PM

NAME: _____

ADDRESS: _____

POSTCODE: _____

CONTACT NUMBER: (_____) _____

E-MAIL: _____

DESCRIPTION OF MAINTENANCE REQUEST:

BRANCH MANAGERS INSTRUCTIONS:

FOR OFFICE USE ONLY

DATE RECEIVED: ___/___/___

PLACED IN APPROVAL FOLDER BY: _____

TO BE COMPLETED BY BRANCH MANAGER:

MRF AUTHERISED FOR PROCESSING?

YES / NO

WORK CHARGABLE TO:

LANDLORD / TENANT

BRANCH MANAGER SIGNATURE: _____

DATE SIGNED: ___/___/___

LANDLORD/TENANT LETTER OF AUTH. SENT: _____

LANDLORD/TENANT LETTER OF AUTH. REC: _____

DATE SUPPLIER INSTRUCTED: ___/___/___

EUROLINK WORKS ORDER NUMBER: **J** _____

INSTRUCTED SUPPLIER NUMBER: **S** _____

COPY OF WORKS ORDER GIVEN TO SUPPLIER:

COPY OF WORKS ORDER GIVEN TO ACCOUNTS:

COMPLETED BY: _____

DO YOU GIVE AUTHORITY FOR AN ENGINEER TO ACCESS THE PROPERTY WITH KEYS: YES/NO

IF NO, WHAT DAYS ARE CONVENIENT FOR AN APPOINTMENT AND AT WHAT TIMES;

DAY	MON	TUE	WED	THU	FRI
FROM:	_____	_____	_____	_____	_____
UNTIL:	_____	_____	_____	_____	_____

By signing this maintenance request form I agree to provide payment for any bills that are my responsibility within 14 days of receipt of invoice and give authority for any outstanding balances to be deducted from my rental payments.

SIGNED: _____ DATE: ___/___/___

NOW EITHER E-MAIL, SEND OR DELIVER THIS COMPLETED FORM TO TERRA FIRMA

Notes:

Maintenance requests will only be processed if this form has been completed in its entirety in capitals. If the request does not have either sufficient contact information for the tenant or is not signed, the request will be discarded. No maintenance requests will be authorised without a completed maintenance request form. Verbal requests either by telephone or in person will not be accepted. Written requests without an attached maintenance request form will not be accepted. Maintenance response times will be designated at the discretion of Terra Firma. Terra Firma cannot accept responsibility for any contractors who fail to keep by appointments made. No works other than what are included on this maintenance request form will be completed by either the engineer responsible for the undertaking the work or any member of staff from Terra Firma.