



MELBOURNE **MARKETS**

## Repairs and Maintenance Guide



Site Services  
Department

May 2005

The Authority's tradesmen are generally on site and on most occasions will be able to respond quickly to a tenant's request.

If the Authority undertakes any works for the tenant the Authority will apply for all relevant permits and approvals.

### What are the requirements that a tenant must meet, if a tenant engages external contractors?

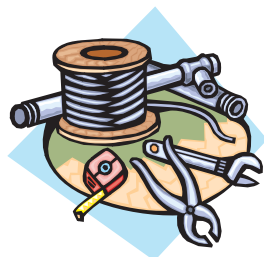
These requirements are:-

- Building works:** Must be done by a registered building practitioner and all building works must comply with the required statutory rules, acts and regulations.
- Electricians:** Must all be Registered Electrical Contractors (REC).
- Plumbers:** Must all be registered with the Plumbing Industry Commission.
- Insurance:** All contractors must hold a public liability insurance policy of not less than \$20 million.
- Elevated Works:** All works undertaken in excess of 2 metres must be undertaken using an elevated work platform (EWP) by a licensed operator using appropriate safety procedures.  
If a forklift is used, a safety cage must be used at all times.

#### Important:

The consent of the Authority **must** be obtained prior to engaging external contractors and commencement of the works.

Tenants must meet all occupational health and safety and workcover standards, guidelines and regulations.



### Any Questions?

Please contact the Site Services Department on 9258 6160.



Melbourne Market Authority

542 Footscray Road  
West Melbourne 3003

Phone: 9258 6160 (Site Services Department)  
Fax: 9687 4001  
Email: [workrequest@melbournemarkets.com.au](mailto:workrequest@melbournemarkets.com.au)

**This guide outlines maintenance and repair services offered by the Authority's Site Services Department and the procedure to be followed when maintenance and repair works are required.**

## **Is the Authority responsible for maintenance?**

Generally, the Authority is responsible for :-

- common area lighting;
- common area pest control;
- common area cleaning and waste removal;
- common area fire services;
- roadways.



## **Are tenants responsible for maintenance?**

Generally, tenants are responsible for the maintenance of their licensed/leased premises, for example:-

- light globe replacement;
- gate and roller door repairs (fair wear and tear excepted);
- plumbing repairs;
- fire services and associated equipment;
- power failure;
- sign renewals;
- garbage disposal;
- building maintenance (fair wear and tear excepted);
- coolroom and associated refrigeration systems and plant;
- pest control.

**Note:** If in doubt, please contact the Site Services Department.

## **What should you do if you require maintenance and repair works to be done by the Authority?**

If a tenant requires the Authority to undertake repair and maintenance works, the tenant should:-

1. Obtain a maintenance request form from the Site Services Department, or a Customer Service Officer, or Customer Centre, or the Authority's Administration Office.

2. Complete the form, and then:

send the form by fax to the Site Services Department on **Fax No. 9687 4001**;

or

hand the form to a Customer Service Officer

or

deliver the form to the Site Services Department, which is located at Warehouse M, modules 7 and 8;

or

lodge the form using the Authority's website or directly by email to:

[workrequest@melbournemarkets.com.au](mailto:workrequest@melbournemarkets.com.au)

**Important:** With the exception of emergency requests, this form must be completed at all times, and phone requests will not be accepted.

## **What happens once the form is lodged with the Authority?**

On receipt of a form, the Authority will allocate the work request a priority and a job number. **Requests will generally be processed by the Authority in order of receipt with the exception of emergency requests.**

A tenant can phone the Site Services Department on 9258 6160 to check the progress of the request.

## **Emergency Repairs & Maintenance**

In the event of the following emergencies, a tenant should immediately contact the Site Services Department on **9258 6160 (B/H)** or Gate 6 Officer on

**9258 6129 (A/H):**

- power failure
- burst water pipes
- unsafe structures

## **Can a tenant use external contractors?**

A tenant will be allowed to use external contractors at the tenant's expense provided the tenant obtains the prior consent of the Authority.

If consent is **not** obtained, the Authority, on inspection of the works, will take the appropriate action.

## **Does the Authority offer trade services?**

The Authority can offer tenants trade services at very competitive rates. The following trade services are available:

- electrical
- plumbing
- carpentry
- welding
- airconditioning works
- refrigeration works
- signage
- building works



## **Are there advantages in using the Authority's recommended tradesmen?**

The Authority can provide a tenant with a written quotation for the works, or work on agreed hourly rates.