



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.

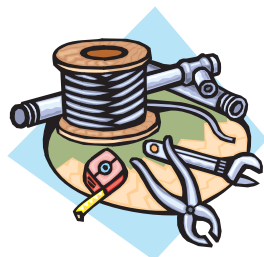
Insurance: All contractors must hold a public liability insurance policy of not less than \$20 million.

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 MARKETS

Melbourne Market Authority

542 Footscray Road
West Melbourne 3003

Phone: 9258 6160 (Site Services Department)
Fax: 9687 4001
Email: 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

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.