

## 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 two 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 92586149.



For further information please contact:

MELBOURNE MARKET AUTHORITY  
Box 1, 542 Footscray Road,  
West Melbourne  
Victoria 3003 Australia  
T: +61 3 9258 6149 (Site Services Department)  
F: +61 3 9687 4001  
Email: [workrequest@melbournemarkets.com.au](mailto:workrequest@melbournemarkets.com.au)  
Web: [www.melbournemarkets.com.au](http://www.melbournemarkets.com.au)

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## REPAIRS & MAINTENANCE GUIDE

SITE SERVICES DEPARTMENT  
MELBOURNE MARKET AUTHORITY



**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; and
- 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; and
- 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 Market 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 Market Officer
  - or
  - deliver the form to the Site Services Department, which is located at Warehouse 0;
  - 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 6149 to check the progress of the request.

### Emergency repairs and maintenance

In the event of the following emergencies, a tenant should immediately contact the Site Services Department on **92586149 (B/H)**, or Gate 1 Officer on **9258 6124 (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
- air-conditioning 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.

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.