

Lucretia Court: Complaints / Suggestions / Reporting

Unit Number: _____

<p>Originator Name: _____ Ownership Status (Owner/Tenant): _____ Email: _____ Contact Number: _____ Date: _____</p>	<p>Date / Time / Circumstances of incident: _____ _____ _____ _____ _____ _____ _____</p>
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<p>Other Parties involved (if applicable) Unit Number (if applicable) _____ Name: _____ _____</p>	<p>Observations: When did the incident start / first time observed: _____ _____</p>
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<p>Short description of Complaints / Suggestions / Reporting: _____ _____ _____ _____ _____ _____ _____ _____</p>	<p>Actions Taken by Originator / Additional Comments: _____ _____ _____ _____ _____ _____ _____ _____</p>
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Important Notice:

- This aim of this form is to inform the Trustees on matters that require action.
- Please fill out the form as complete as possible to ensure effective handling of the matter and email to; admin@lucretiacourt.co.za
- In case of disputes, residents should first attempt to resolve the matter between each other. When matters cannot be resolved, intervention from the Trustees should be requested by means of completion of this form.
- For Insurance claims please contact Monique below:

Name	Description	Office Number	Email Address
Monique van Wyk	Insurance Claims	012-001 9000	insurance@pretor.co.za moniquev@pretor.co.za

- Plumbing / Repairs for geyser and water leakages outside the Unit (take note if other contractors are used it might impose additional cost on the owner):

Timings	Description	Telephone Number
After Hours:	Plummer approved by Insurance for geysers and leakages outside the Unit	082 927 4507
	Ever stream Plumbing: Shile	011-043 4215
	Optimus Plumbing: Pieter	072 155 1708
	Plumb Ambulance: Chris	082 871 9189
During Office Hours:	Plummer approved by Insurance for geysers and leakages outside the Unit	012-001 9131 012-001 9400 012-001 9143