

Emergency or Urgent Repairs

What to do in case of Emergency

If an emergency arises at the property, contact Police, Fire Brigade, or Ambulance on '000'
If the incident involves serious storm or natural disaster damage, contact the State Emergency Service on **132 500**.

If the situation involves damage to the property, advise your Property Manager as soon as practicable. If it is outside normal business hours, follow the contact procedures below.

Out of Hours Contact

If you need assistance from the office outside 9.00 - 5.30 Monday to Friday and 9.00 – 12.00 Saturday contact the following number:

0409 329 287

This should only be used where issues need to be addressed before the next business day.

Urgent Repairs

The following situations constitute an Urgent Repair, and must be addressed as soon as possible.

1. A burst hot water system
2. A blocked or broken lavatory system
3. A serious roof leak
4. A gas leak
5. A dangerous electrical fault
6. Flooding or serious flood damage
7. Serious storm or fire damage
8. A failure of gas, electricity or water supply to the premises
9. The failure of a refrigerator supplied with the premises
10. A failure or breakdown of any service on the premises essential for hot water, cooking, heating or laundering
11. A fault or damage that causes a residential premises to be unsafe or insecure
12. A fault or damage likely to cause injury to person or property
13. A serious fault in any door, staircase, lift or other common area which inhibits or unduly inconveniences the tenant in gaining access to and use of the premises.

If a situation requiring urgent repair occurs during business hours, contact the office on **6251 2500** for assistance. If it is outside business hours follow the contact procedures described in the previous section.

If an urgent repair is required, and you are unable to contact the office or the out of hours contact, you may contact the relevant tradesperson on the following list. They will advise on action required.

Important Notes:

1. If an urgent repair is required you must follow the procedure described above. Failure to do so may result in you being personally liable for the costs incurred.
2. Locking yourself out of the property is not an emergency or an urgent repair situation. Out of business hours, it is your responsibility to arrange a locksmith at your expense. During business hours we are happy to lend you the spare key.

Non- Urgent Repairs

Should the rental property require routine repairs notify your property manager as soon as possible.

Contact Numbers

Service (or utility) connection numbers:

Phone Telstra:	13 22 00
Electricity:	13 12 93
Gas:	13 12 93
Water and sewerage:	13 14 93

Faults and Emergencies:

In case of service fault, call the numbers below first before contacting office to see if fault is in local area through service provider.

Phone:	13 22 03
Electricity:	13 10 93
Gas:	13 19 09
Water:	13 11 93

Tradesman List

Plumbers and Gas Appliance Repairs	Drips & Drains Plumbing		0418 480 324
	Running Plumbing	Damian	0433 820 693
Electricians	Ablaze Electrical	Sam	0422 587 799
	Maritex Electrical	Len	0412 573 496
Glass Replacement	Discount Glass		6253 1099
	Belconnen Glass	Dennis	0418 628 547
Locksmith	Night & Day Locksmiths		6286 5038
Handyman/Temporary Repairs	Deva Home & Garden	Rob	0409 006 274
	GT Painting & Property Services	Gary	0410 348 483
Roof Repairs (no after hours week days – weekend daylight hours only)	Adrian Booth Roof Tiler	Adrian	0417 242 743
Carpet Cleaning and Water Damage	Carpets by Rex	Rex	0412 423 461
	Hercules Carpet Cleaning	Tony	0407 061 906
	Morgans Group		1300 362 911