

Tenancy Information

After Hours Urgent Repairs Procedure

Our business hours are from 8.30am to 5.00pm week days and 9.00am to 12.00pm Saturday's. This information is designed to assist you if you have an after hours emergency. By following this procedure we can assist in ensuring all reasonable steps are taken to ensure we reduce any undue inconvenience on your part and also reduce unnecessary damage to the property.

What Constitutes An Urgent Repair?

An urgent repair is any work needed to fix:

- A burst water service
- A blocked or broken lavatory system
- A serious roof leak
- A gas leak
- A dangerous electrical fault
- Flooding or serious flood damage
- Serious storm or fire damage
- A failure or breakdown of any essential service on the premises for hot water, cooking, heating and laundering
- A failure or breakdown of the gas, electricity or water supply to the premises
- Any fault or damage that causes the premises to be unsafe or not secure

We offer the following tips and information for your convenience:

- Be mindful where the main water metre is at the property and turn it off if necessary
- Be familiar with where the main power board is at the property as well as the sub power board

- Only phone for help if the problem cannot wait until the next available business day
- When phoning the appropriate tradesperson always leave a message stating its “urgent”
- If the oven is not heating – check if there is an auto / manual switch, if the switch is on auto it may time out. Always read the instructions if manuals are provided
- Always advise our office in writing at the earliest possible opportunity
- If you lock yourself out of your property after hours you will be required to phone a locksmith

Refer to www.fairtrading.gov.au for more information

Contact Numbers If You Require Urgent Assistance

Please note there will be an after hours call out fee to the property owner in assigning to a contractor. Please be aware if damage has occurred as a result of negligence or a faulty appliance you may be liable for the fee.

Essential Energy 132 356

Brighter Days Electrical 0439 773 342

McDonald Pamplin Electrical 0407 456 345

Greg Agnew Plumbing 0418 205 897

Barracuda Plumbing & Gas Fitting 0413 377 774

Super Genie Carpet Cleaning 0418 652 590

Port Macquarie Police Station 6583 0199

Port Macquarie Fire Brigade 6583 3000

SES 132 500

Emergency Services 000

Romer Locks 6581 4470

Midcoast Locksmith & Security 0400 490 019

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