

## **TENANT EMERGENCY PROCEDURES**

**If your repairs are urgent, please contact the office by phone on 9272 3777**

**Please note: Office Hours are 8.30 – 5.00pm – Mon to Fri – No Afterhours Services.**

### **NON-URGENT REPAIRS**

The following situations are **NOT** classified as emergency repairs and **MUST** wait until the next working day to report to the office as per the following methods: It is a policy of our office that all repairs or maintenance request must be in submitted to our office in the following procedure:

- Via email.
- Maintenance form on our website.
- By phone.
- Blocked Toilets. (When there is a second unblocked toilet on the premises).
- Stove/Oven not working. General Repairs and Maintenance.
- Blocked Pipes to the shower, kitchen sink, bathroom basins and laundry sink.
- Hot water system going hot and cold.
- Trouble with Reticulation.
- Leaking taps.
- Pest Control i.e: Pest Control such as ants, mice, rats, cockroaches, flies, silverfish, earwigs etc is the responsibility of the tenants and the owner is not obliged to pay for treatment.
- Trouble with Air Conditioning.

The owner will pay for the removal of wasps or beehives, however this is not classified as an emergency and you need to contact your Property Manager the next working day to arrange the removal of any nests. This is also the case if you spot any white ant nests in or about the property.

In relation to problems with ants, mice, rats and cockroaches, it is recommend that you purchase treatments such as bombs and/ or baits from the supermarket, and ensure that you have placed them in strategic locations to prevent infestation.

Please note that if you go ahead with a repair that **IS NOT** classified as an emergency, the owner is **NOT** obliged to pay for any expenses incurred and these expenses may be charged to **you**.

### **URGENT REPAIRS**

**(Urgent repairs are defined by the Residential Tenancies Act 1987 and fall into two categories. Essential services are repairs to faults such as a burst water service, blocked toilets, gas leaks or dangerous electrical faults. Arrangements for a suitable repairer to fix these essential services must be made within 24 hours. Other urgent repairs, such as those that might cause further damage to the premises or injure a person must be arranged within 48 hours.)**

Sometimes you may be faced with an emergency situation. An emergency is defined as something that may harm someone, or may cause further damage to the property if left unattended. Our Property Manager can only to be contacted during working hours. If an emergency occurs outside of these hours the recommended course of action to be taken.

Listed below is information on items that are classified as an emergency situation and instructions on how to deal with the emergency without the assistance from your Property Manager.

## **1. BREAK IN AND DAMAGE TO GLASS**

- a) Contact the Police and report the break in.
- b) The Police will give to you a Police Report number, you must report this to your Property Manager the next working day.
- c) Without obtaining the police report number, the cost of replacing the glass will be invoiced to you.
- d) If there is any other damage to the property besides glass damage, this must be reported to the Property Manager the next working day.
- e) You may contact the following recommended glazier to secure the property:

**Action Glass - North – 9249 2429 South – 933 73477**

- f) You may instruct the glazier to forward the account directly to Stuart Weston Real Estate. If the glass breakage is the result of an act attributable to yourself or your visitors, you may call the glazier to repair the broken glass; however payment for repairs must be made by yourself.

## **2. HOT WATER SYSTEM STOPS WORKING**

- a) If it is a gas hot water system, check that the pilot light is on.
- b) If the Hot Water System is electric, you may contact directly: **First Choice 9301 1333 or Zambezi Electrical 0419 769 748**
- c) If the Hot Water System is gas you may contact directly: **Brads Plumbing 0407 919 635 OR Diamond Plumbing 9301 5611**

## **3. GAS LEAK**

You may contact directly one of the below listed plumbers: **Diamond or Brads.**

## **4. BURST WATER PIPE \*\*\*Turn the water off at the mains immediately\*\*\***

You may contact directly one of the above listed plumbers

## **5. POWER LINES FALLEN DOWN**

**Call Western Power immediately on 13 13 51**

## **6. LOST KEYS OR KEYS LOCKED INSIDE HOUSE**

You may contact a locksmith directly; however the tenant is responsible for payment of the account. If you lose your keys or lock them inside the property during business hours you may use the office keys.

Out of business hours if you have locked yourself out of your property, or if you have lost keys as they are not able to drive back to the office out of hours to get keys for you.

**Recommended Locksmith: A1 LOCKSMITH 9370 2943**

## **7. ELECTRICAL PROBLEM THAT MAY CAUSE HARM TO THE TENANT**

**First Choice or Zambezi**

## **8. IMPACT TO BUILDING BY VEHICLE**

This is a tragic emergency situation; always try to contact the office first, if out of hours you must take the following steps:

- a) If injury to another person call an ambulance on 000.
- b) Call the police and obtain police report number.
- c) If there is structural damage to the house, flooring or electrical problems do not stay in the house.
- d) Your Property Manager will contact the building insurer the next working day; they will then send an assessor and attend to any structural repairs.

## **9. SEVERE STORM DAMAGE**

This is a tragic emergency situation; always try to contact your Property Manager first. If out of hours take the following steps:

- a) If injury to another person call an ambulance on 000.
- b) Call SES (**State Emergency Service**) on **1300 130 039**.  
If there are any burst water pipes, call any of the plumbers listed above and turn the water off at the mains.
- c) If there is structural damage to the house, flooding or electrical problems do not stay in the house.
- d) Your Property Manager will contact the building insurer the next working day; they will then send an assessor and attend to any structural repairs.

## **10. SEVERE DAMAGE TO PROPERTY – (Explosion or Collapsed Ceilings)**

This is a tragic emergency situation; always try to contact your Property Manager first. If you cannot contact your Property Manager, you must then take the following steps:

1. If injury to another person call an ambulance on 000
2. If there is a fire call the fire brigade on 000
3. Call SES (**State Emergency Service**) on 1300 130 039
4. If there are any burst water pipes, call any of the plumbers listed above and turn the water off at the mains.
5. If there is any electrical damage, call any of the electricians listed above and turn the power off at the mains.
6. If there is structural damage to the house, flooding or electrical problems do not stay in the house.
7. Your Property Manager will contact the building insurer the next working day, which will send an assessor and attend to any structural repairs.