

LACHLAN ANDERSON

REAL ESTATE

EMERGENCY MAINTENANCE PROCEDURES FOR TENANTS

If you have an emergency repair during business hours, you must contact our property manager as soon as you become aware of the situation. The property manager will have the contractor attend on your behalf and will provide them with your contact details.

What is an emergency repair?

- A burst water service or a serious water leak
- A failure of the gas, electricity or water supply
- A broken or blocked toilet if there are no other usable toilets
- A failure of an essential service or appliance
- Damage that renders the property unsafe or insecure
- A serious roof leak
- Damage, which is likely to injure a person, damage premises or unduly inconveniences the resident
- A gas leak
- Serious faults in staircase, lift or other common areas that unduly inconvenience a resident in gaining access to the premises
- Garage door fault
- Serious Storm, fire or impact damage
- Faults which leave the premises un-securable, for example you can't manually close the garage door or secure the property

What to do:

If an emergency situation arises outside of business hours (including public holidays), the following procedure applies:

1. Contact the appropriate trade from the list below and explain the situation in as much detail as possible, arrange for the trade to attend to the repairs.
2. Send an email to our agency with a detailed explanation of the situation and any action that has been taken.

As a tenant, you may arrange for a suitably qualified person to make emergency repairs if you have not been able to make contact with the property manager or the nominated repairer to notify them of the need for emergency repairs or if the repairs are not made within a reasonable time frame after notice is given.

If your situation is NOT classed as an emergency repair and a contractor is called out to attend, the invoice will be forwarded to you for payment. Any general maintenance issues need to be reported in writing to the property manager and dealt with on the next business day.

24 Hour Emergency Contractors	Contact Details
Plumbing and Gas - Jet Plumbing	0418 911 757
Electrician - Steve Hawkins Electrical	0432 526 591
Property Manager - EMERGENCY out of hours number	0407 228 625 (please leave a message or text)

IMPORTANT INFORMATION

For situations arising from severe weather events, please contact State Emergency Services on 132 500
For other serious events such as fire, break ins etc, please contact Emergency Services on 000
For non-urgent matters where you may require a police presence, please contact Police link on 131 444