AFTER HOURS EMERGENCY – What renters need to know

URGENT REPAIRS

For Urgent Repairs outside of business hours (between 5pm and 9am Monday to Friday and 24/7 on Saturday, Sunday and Public Holidays) the Renter should notify the Property Manager immediately. In the event that the Renter is unable to reach the Property Manager, please check the list of urgent repairs and contact our approved tradespersons to make Urgent Repairs.

*Under the **Residential Tenancies Act** **1997**, urgent repairs in a rental property are:*

- *burst water service*
- *blocked or broken toilet system*
- *serious roof leak*
- *gas leak*
- *dangerous electrical fault*
- *flooding or serious flood damage*
- *serious storm or fire damage*
- *an essential service or appliance for hot water, water, cooking, heating, or laundering is not working*
- *the gas, electricity or water supply is not working*
- *a cooling appliance or service provided by the rental provider is not working*
- *the property does not meet minimum standards*
- *a safety-related device, such as a smoke alarm or pool fence, is not working*
- *an appliance, fitting or fixture that is not working and causes a lot of water to be wasted*
- *any fault or damage in the property that makes it unsafe or insecure, including pests, mould or damp caused by or related to the building structure*
- *a serious problem with a lift or staircase.*

PLEASE NOTE: * Any repairs not deemed Urgent Repair as a result of emergency call out service, the Renter will be liable for any costs incurred.

Tradespersons Contact Details for Urgent Repairs:

PLUMBING

Happy Pipe
0401 913 791

HM Property Services
0415 126 868 / 0433 975 879

ELECTRICAL

Lee Electrical Services
0423 689 500

HM Property Services
0415 126 868 / 0433 975 879

HANDYMAN

HM Property Services
0415 126 868 / 0433 975 879

Steve – The Handiemen Can
0412 239 051

SMOKE ALARM

Detector Inspector
1300 134 563

LOCKSMITH

Paul - Artist Locksmiths
0410 974 734

*The following are **NOT CONSIDERED** Urgent Repairs, please report the issue to your Property Manager in writing and it will be attended on the following business day.*

- *Blocked toilet (if there is more than one toilet at the property)*
- *Stove or oven not working*
- *Hot water system going hot and cold*
- *Minor leaking taps*
- *Beeping smoke alarms (if there is no fire)*
- *Locking your keys in the house/being locked out*

NON-URGENT REPAIRS

*To arrange non-urgent repairs, notify your Property Manager in writing, advising the required maintenance/repairs and allow your Property Manager **14** days to carry out the work.*

In the maintenance request email, please outline the followings:

- *Your name, property address and best contact number.*
- *The maintenance/repair item.*
- *What caused the maintenance/repair item (if applicable)*
- *Photo or video of the maintenance/repair item.*

PLEASE NOTE: ***The Renter will be responsible for any/all costs incurred if non-urgent works are carried out at the property without consent. After hours and public holidays will also incur higher than usual costs.***

***Storm damage:** in the event of extreme damage caused to your property by a major storm you should refer to your emergency to SES (State Emergency Service) by calling 13 25 00*

***Break in/ robbery and or damage to glass:** contact the police on 000 to file a report, you will need to obtain a police report number. If a police report number is not available for insurance purposes the renter may be liable for the cost of repairs.*

***Gas hot water system in the apartment not working:** If you have no hot water, please check with your neighbours as it may be an issue with the whole building, and this will be fixed by the Owners Corporation.*

***Water leak /burst**: turn off water mains immediately, if leaking roadside of water meter please call Greater Western Water 13 44 99. The mains tap is generally located to the front of the property. If you live in an apartment, please contact your Building Manager immediately.*

***Fire:** call 000 and leave the property immediately.*

***Locked out of the house:** If during office hours call your Property Manager and we may be able to provide you with a spare set that you can access your property. This set of keys will need to be returned before close of business.*

If after hours or on the weekend/holidays you will need to call a locksmith to help you back into the property. You will be responsible for all costs and will be required to provide to the office a new key if the barrel is changed.

***For power outages:** please contact one of the following electricity distributors. Each of the below companies is responsible for different suburbs. To find out which company distributes power to your suburb please visit the below link: https://www.energy.vic.gov.au/electricity/electricity-distributors*

***For water outages or service disruptions:** you can contact one of the following water retailers. Each of the below companies looks after different suburbs.*

Greater Western Water 13 44 99 *South East Water 13 18 51* *Yarra Valley Water 13 17 21*