

After Hours Contacts & Instructions for Tenants

In the event of a serious problem or **emergency** situation regarding your property managed by our team and when our office is closed, please note the following information; emergency contact details and instructions below.

An emergency is a situation that poses an **immediate risk** to health, life, property or environment. In an emergency a tenant should contact the appropriate emergency services on the numbers listed below.

EMERGENCY CONTACT DETAILS:

For Police, Fire, Ambulance in a life threatening emergency call triple zero (000)	000
SES assistance	132 500
Western Power	131 351
Water Corporation	13 13 75
Police – not life threatening	13 13 44

Lost keys or keys locked inside

Please note: The tenant is responsible for all costs associated with calling a locksmith if keys have been lost or locked inside **your property**. We are generally contactable after hours on 0402 331 358. However, we are not obliged to replace keys and arrange for access to the property arising from lost keys outside of normal business hours.

For urgent repairs **outside** of **normal** business hours (before 8:00am – after 5:00pm Monday to Friday as well as Weekends and Public Holidays) please ring 0402 331 358. To reduce fees and charges incurred, please consider if the incident could be attended to by your Property Manager during normal business hours.

Urgent repairs are those that are reasonably necessary to **supply** or **restore** an **essential service**, or to avoid exposing a person to the risk of injury or exposing property to damage. For example flooding, a burst water service, gas leaks, sewerage leaks or dangerous electrical faults.

In the event of electrical failure and where it is safe to do so, please check trip switches and fuses. If you are a tenant please contact your Property Manager in the first instance.

Some urgent repairs will also require you to contact emergency service providers depending on the circumstances.

These numbers should **only** be used in an **emergency**. In the event the problem is not deemed an emergency or where the fault is as a result of damage or something that is not the responsibility of your Property Manager or landlord, you may incur a charge for any callout or works undertaken. Before calling an emergency contractor, please check any manuals you've been supplied with.

Plumbing	
General information: if you have no water supply in property, check with your neighbouring properties/units to see if they have the same issue. If they do, check the premises outside for any obvious signs of a burst water pipe. If there is a burst water pipe between the water meter and the property, turn the water off at the mains. If the burst water pipe is not on the side of the property, please contact Water Corporation	
For burst water pipes within the property contact	0402 331 358
For no water supply contact Water Corporation	13 13 75
Electrical	
General information: if your electricity is tripping – switch off all power points and unplug all electrical appliances. The plug MUST be removed not left in the power point, then turn the circuit back on. If an electrician is called out to restore power due to a tenants faulty appliance then the tenant will be responsible for the cost.	
Damage to power lines/loss of electricity contact Synergy	13 13 53
Other severe electrical problems within the property contact	0402 331 358
Break ins	
Contact the Police and obtain a Police report on 13 13 44 (this is required for insurance claims)	
Impact to Building by Vehicle/Severe Storm Damage to Property	
In any of these circumstances your action will depend on the severity of the problem	
If severe injury to you or other persons call an Ambulance and Police	000
If required call State Emergency Service (SES)	132 500
Repairs during normal business hours please contact one of the numbers as listed below:	
Megan Young	0402 331 358
Aleena Leutenegger	0434 407 775
Debra Kinsville	0434 243 015