

## **AFTER HOURS EMERGENCY – What Tenants need to Know**

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An emergency is a serious, unexpected, or dangerous situation requiring immediate action. Any situation posing an immediate threat to your health, the environment, or that may cause further damage to the property if left unattended, is considered an emergency

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### **URGENT REPAIRS**

If an urgent repair occurs after hours and your Property Manager is not available please refer to the list of approved tradespeople. PLEASE USE THESE NUMBERS IN EXTREME EMERGENCIES ONLY and ONLY if the repair fits into the list of urgent repairs set out in the Residential Tenancy Act 1997. If you contact an afterhours tradesman and the matter is not urgent you will be liable to pay the invoice. Please also EMAIL your PROPERTY MANAGER the next business day to inform them of the incident that has occurred.

### **WHAT IS CONSIDERED EMERGENCIES/URGENT REPAIRS?**

- a burst water service
- a burst, broken or blocked toilet 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 gas, electricity or water supply to rented premises
- any fault or damage that makes rented premises unsafe or insecure
- a serious fault in a lift or staircase

### **THE FOLLOWING ARE NOT CONSIDERED EMERGENCIES:**

For all non – urgent repairs please email your Property Manager and they will respond to you during working hours.

- Blocked toilet (if there is more than one toilet at the property)
- Stove or oven not working
- Hot water system going hot and cold
- Leaking taps
- Faulty TV reception – antenna problems
- Beeping smoke alarms (if there is no fire)
- House security alarms beeping
- Locking your keys in the house/being locked out
- Air-condition not functioning

**Please note:** Only the list of approved trades people are to be contacted via TEXT if it is an urgent repair, if they do not get back to you straight away please be patient. If another trade is used that is not on the list provided to you the owner will not be liable to pay the cost of the invoice.

**LIST OF APPROVED TRADES PEOPLE**

If you have an afterhours emergency please TEXT the appropriate trade with your name, property address, Mancini Real Estate, and the urgent repair maintenance.

<b>Plumber</b>	<b>Electrician</b>	<b>Handy Man</b>
<u>Trust Plumbing</u> Tim - 0423 711 514	<u>Powerlite Electrical</u> Robert - 0401 535 809	<u>QPM</u> Justin -0477 441 140
<u>Smart Plumbing</u> Ils - 0421 418 121		<u>TDJ Maintenance</u> Tim- 0400 891 800

**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 tenant may be liable for the cost of repairs.

**GAS HOT WATER SYSTEM NOT WORKING**

Check the pilot light to see if it is on, if it is not on please re-light. If you are not sure how to do this there are instructions on the inside panel of the system. Google is also very helpful. If it is an electric hot water system please check all switches are turned on in the electrical meter box.

**WATER LEAK /BURST**

Turn off water mains immediately, if leaking road side of water meter please call City West Water 13 16 91. The mains tap is generally located to the front of the property.

**FIRE**

Call 000 and leave the house immediately.

**LOCKED OUT OF THE HOUSE**

If during office hours call the office on 9398 6366 and we may be able to provide you with a spare set that you can arrange to be cut/let you into the house. 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.

**OFFICE HOURS**  
**Monday to Friday - 9am – 6pm**  
**Saturday - 9am – 5pm**  
**Sunday - CLOSED**