

EMERGENCY REPAIRS

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. If you are faced with an emergency situation, please contact one of the listed contractors below. Please also refer to the information on items that are classified as an emergency situation and the instructions on how to deal with that emergency without the assistance of your Property Manager.

Severe Damage to Property (Storm, Collapsed Ceilings)

- If there is a fire call the fire brigade on 000
- SES (State Emergency Service) on 1300 130 039
- You may contact the following recommended roofing contractor if the damage is not covered under the SES:

ARID ROOFING: 0422 611 284

Break In & Damage to Glass

1. Contact the Police and report the break in
2. The Police will give to you a Police Report number – you must report this to our office the next working day.
3. Without obtaining the Police Report number, the cost of replacing the glass will be invoiced to you.
4. If there is any other damage to the property besides glass damage, this must be reported to your Property Manager the next business day.
5. You may contact one of the following recommended glazier to secure the property:
6. You may instruct the glazier to forward the account directly to our office.

PREMIER GLASS: 9361 9736

PROMPT GLASS: 9330 5555

- If the glass breakage is the result of an act attributable to yourself, you may call the glazier to repair the broken glass; however payment of the invoice must be made by yourself.

Electrical Problem That May Cause Harm To the Tenant

- You may contact directly the below listed electrician:

OCEANVIEW TECHNOLOGIES: 0438 788 076

POWERITE: 0400 190 022

Burst Water Pipe, Gas Leak, Blocked toilet (where the property has One Toilet)

- Turn the water off at the mains immediately.
- You may contact directly the below listed plumber.

MR BLOCKAGE PLUMBING & GAS: 0415 478 648

Power Lines Fallen Down

- Call Western Power immediately on 13 13 51.

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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 lock keys inside the property during business hours, a leaseholder may use the office keys by attending our office. If you lose your keys, this must be reported to your property manager immediately and you will be responsible for cost of replacing locks.

Please do not contact our Property Manager 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 LOCK SERVICE: 9370 2943

The following situations are NOT classified as emergency repairs and MUST wait until the next working day to be reported to the office:

1. Blocked Toilets (When there is a second unblocked toilet on the premises).
 2. Stove/Oven not working.
 3. General Repairs and Maintenance.
 4. Blocked Pipes, Shower, Kitchen Sink.
 5. Hot water system going hot and cold or no hot water on Sunday.
 6. Trouble with Reticulation.
 7. Leaking Taps
 8. 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.
- 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. Should the tenant be responsible for any of the damage caused, then the cost of any invoices will be forwarded to the tenant for payment.
 - It is always a great idea to put everything in writing to us and send photos where appropriate, for maintenance or otherwise. Therefore, please feel free to email us at pm3@sardelic.com.au.

Also, we remind you that Contents insurance is the tenants' responsibility.