

Step 1 – Is the repair classified as urgent

What is classified as an urgent repair?

Section 19 of the Residential Tenancy Agreement defines what is classified as an urgent repair:

- A burst water service
- An appliance, fitting or fixture that uses water or is used to supply water that is broken or not functioning properly, so that a substantial amount of water is wasted
- A blocked or broken lavatory 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 the gas, electricity or water supply to the premises
- A failure or breakdown of any essential service on the residential premises for hot water, cooking, heating, cooling or laundering
- Any fault or damage that causes the premises to be unsafe
- Please note locking yourself out of your property is **not** classified as an urgent repair. You will need to contact a locksmiths at your own cost

Conditions for urgent repairs:

- Any urgent repair carried out must not exceed \$1000.00
- If a repair is carried out that is not deemed urgent – the tenant may be liable for the charge
- If an urgent repair occurs during working hours, Starr Partners must be contacted and they will assist in organising the repair for you
- If a urgent repair is organised outside of business hours we ask that you inform Starr Partners in writing within 24 hours

Step 2 – If classified as urgent

Plumbing

If the repair is the following it may be classified as urgent:

Burst water service, blocked/broken toilet, serious roof leak, gas leak,

break down of gas or water supply to premises, failure of essential service eg hot water.

David Ross Plumbing – 0407 723 634

Hunter Valley Plumbing 0401 140 555

Electrical

If the repair is the following it may be classified as urgent:
Dangerous electrical fault, breakdown of electricity to property,
breakdown of essential service eg: Hot water, cooking.

Demel Electrical – 0413 841 382 or 0413 841 382

Demir Electrical Pty Ltd 0422 011 023

MJE Electrical Pty Ltd 0417 945 526

Air conditioning

Failure or breakdown of essential service eg: heating or cooling
Sweeney Air Conditioning – 0488 344 466 or 0488 344 466

Serious storm or flooding

SES –State Emergency Service 132 500

Fire NSW Fire Brigade 000