

Emergency contacts

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ELECTRICAL

ICONIC ELECTRICAL

ADRIAN - 0423 601 373

MARITEX

JIMMY - 0412 557 155

PLUMBING

JML PLUMBING AND GAS

GENERAL LINE - 02 6193 4089

ANDREW MCREYNOLDS PLUMBING

0402 921 111

AIR CONDITIONING

DAWSON HEATING & COOLING

GENERAL LINE - 02 6297 4109

MINT AIR CONDITIONING & REFRIGERATION

GENERAL LINE - 0431 386 499

LOCKSMITH

GOOGONG LOCKSMITHS

JASON - 0408 004 916

ACT MOBILE LOCKSMITHS

GENERAL LINE - 0411 249 676

GLAZIER

O'BRIEN GLASS

1800 841 253

DISCOUNT GLASS

(02) 6253 1099

ROOFER

NATIONAL CAPITAL ROOFING

0407 212 491 - info@nationalcapitalroofing.com.au

RNB SOLUTIONS

(02) 6287 1699 - admin@rnbsolutions.com.au

OTHER

STATE EMERGENCY SERVICE

132 500

ACTEW GAS LINE

13 19 09

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Emergency Maintenance Procedure

Emergencies can occur at any time of day, and we understand this may happen when you are unable to reach us. Please refer to this document for what to do when an emergency occurs.

What Constitutes as Urgent Maintenance?

As per the Standard Residential Tenancy Terms under the Residential Tenancies Act 1997, an Urgent or 'Emergency' repair is classified as one or multiple of the following:

- (a) a breakdown or failure of any service on the premises essential for air conditioning or cooling
- (b) a burst water service
- (c) a blocked or broken lavatory system
- (d) a serious roof leak
- (e) a gas leak
- (f) a dangerous electrical fault
- (g) flooding or serious flood damage
- (h) serious storm or fire damage
- (i) a failure of gas, electricity or water supply to the premises
- (j) the failure of a refrigerator supplied with the premises
- (k) a failure or breakdown of any service on the premises essential for hot water, cooking, heating, cooling or laundering
- (l) a fault or damage that causes the residential premises to be unsafe or insecure
- (m) a fault or damage likely to cause injury to person or property
- (n) a serious fault in any door, staircase, lift or other common area that inhibits or unduly inconveniences the tenant in gaining access to and use of the premises.

If the maintenance required does not fall into any of the above categories this falls under general maintenance and is not classified as urgent, so please, do not call after hours or emergency trades.

What is the process for emergency trades?

During Business Hours (8:30am-5pm Monday-Friday): Please contact your property manager by email or phone. If you are unable to reach them, please contact our office on 02 6182 1802 and they will be able to assist by either getting you in touch with your property manager or another member of the team if they are away or out of the office on an appointment.

After Business Hours or on Weekends: Please refer to the Emergency Trades List for applicable contacts. If you believe the issue can hold off until the morning, please first contact trades for advice as they may be able to provide temporary measures (for example, if one of your toilets is blocked, however there is a second toilet working in the premises, it is best to address the issue once the office is contactable)