

# Emergency Contacts

H I V E

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## ELECTRICAL

LEVEL ELECTRICAL  
(02) 6189 2436  
  
COLOCH GROUP  
0466 255 352

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## PLUMBING

JML PLUMBING AND GAS  
(02) 6193 4089  
  
LEVEL PLUMBING  
(02) 6189 2436

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## AIR CONDITIONING

DAWSON HEATING & COOLING  
(02) 6297 4109  
  
MINT AIR CONDITIONING & REFRIGERATION  
0431 386 499

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## LOCKSMITH

GOOGONG LOCKSMITHS  
JASON – 0408 004 916  
  
ACT MOBILE LOCKSMITHS  
0411 249 676

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## GLAZIER

O'BRIEN GLASS  
1800 841 253  
  
DISCOUNT GLASS  
(02) 6253 1099

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## ROOFER

JML ROOFING  
(02) 6193 4089  
  
RNB SOLUTIONS  
(02) 6287 1699 – [admin@rnbsolutions.com.au](mailto:admin@rnbsolutions.com.au)

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## OTHER

STATE EMERGENCY SERVICE  
132 500  
  
ACTEW GAS LINE  
13 19 09

# Emergency Maintenance



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)