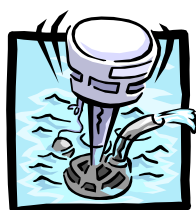


What is an emergency repair?

The law lists a variety of situations that are considered **emergency repairs**. If a problem that is dangerous or health threatening occurs **when the office manager cannot be reached or outside office hours**, refer the problem to the repairer nominated in your tenancy agreement. Leave a message on our telephone message bank, Tel: 4091 5356 to advise us what has happened. If the nominated repairer can't be contacted, you can arrange for a suitably qualified person to carry out the repairs, to a maximum value of 2 weeks rent.

Emergency Repairs

Urgent repairs need a response with 24 hours and are for **health, safety and security** issues, for example:



- a burst water services or a serious water service leak
- a blocked or broken lavatory system
- a serious roof leak
- a gas leak
- a dangerous electrical fault
- flooding or serious flood damage
- serious storm, fire or impact damage
- a failure or breakdown of the gas, electricity or water supply to the premises
- a failure or breakdown of any essential service or appliance on the premises for hot water, cooking or heating, and
- a fault/damage that is likely to cause injury, undue inconvenience or which makes the premises unsafe or insecure (for example broken stairs).

Tenants who call and arrange for repairs after hours, other than for emergency repairs, may be charged for the cost of the after hours call out fee. If the situation is not listed as an **emergency repair**, it is considered a **routine repair**.

Major Leak or Burst Water Pipe

If a major leak or burst water pipe occurs at your unit/house, **please turn off the water at the mains** and then contact us (in office hours) or the plumber stated on your lease (outside office hours). Turning the water off at the mains prevents property damage and water wastage.