

URGENT REPAIR PROCEDURES

WARNING! You may be liable for some or all the costs of any emergency repairs that you authorise that do not fall within the emergency repair provisions of your tenancy agreement.

In the event you have an **urgent repair** and it has occurred outside of normal business hours you **MUST** follow the below procedure.

What is classed as an 'Urgent Repair'?

- ⌚ Burst water service
- ⌚ Gas leak
- ⌚ Serious storm or fire damage
- ⌚ Failure of gas, electricity or water supply
- ⌚ A fault that causes the property to be insecure
- ⌚ A serious fault in a common area that inhibits access to the property
- ⌚ Dangerous electrical fault
- ⌚ Heating failure
- ⌚ Serious roof leak
- ⌚ Flooding or serious flood damage
- ⌚ Hot Water service failure
- ⌚ A fault that causes the property to be unsafe
- ⌚ A fault or damage that is likely to cause further damage
- ⌚ Blocked or broken toilet
- ⌚ Oven/cooktop failure
- ⌚ A fault or damage that is likely to cause injury

You should contact the relevant tradesperson shown over the page. If you cannot get in contact with the relevant tradesperson or they are otherwise unavailable the repair may be carried out by a qualified tradesperson of your choosing.

Further details on Urgent Repairs can be found in your Tenancy Agreement which is available online through your Tenant Portal if you are unable to locate the original.

LOCKOUT! Lockouts are NOT covered under Emergency Maintenance

DURING A STORM – for emergency assistance during a storm please contact the SES.

In the ACT the emergency repair limit is **5% of your annual rent**

In NSW the emergency repair limit is **\$1,000**

Police, Fire & Ambulance

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Natural Gas

13 19 09

Icon Water

02 6248 3111

SES

13 25 00

ACTEW Electricity

13 10 93

CLASS Locksmith

02 6280 6611



EMERGENCY TRADES LIST – UPDATE 12/2020

Plumber		0431 445 094	JML Plumbing & Gas
Electrician		0439 432 391 0418 623 046	GMH Electrical
Locksmith		02 6280 6611	CLASS Locksmiths
Heating & Cooling		0438 282 548	Dawson Heating & Cooling
Glazier		02 6280 6111	Mitchell's Glass Works
Roofer		0411 694 584	AllClear
Cleaning (Carpets)		1300 078 246	Stainbusters
Fire & Flood Restoration		1300 078 246	Stainbusters

To ensure all maintenance is recorded and attended to promptly please remember to log your maintenance through your tenant portal as soon as possible.