

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.

1800 75 10 25

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

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

STEP 1

Phone the **Distinct after hours Emergency Maintenance number** with the following details:

- a. Your Full Name & Contact Number & Property Address
- b. Details of the Urgent Repair Required

If the call is not answered please leave a voicemail and we will return your call. If you do not receive a return call within 15 minutes, or the matter cannot wait, please proceed with Step 2.

STEP 2

Once you have left a detailed voicemail 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 Tenants Portal if you are unable to locate the original.

LOCKOUT! Lockouts are NOT covered under Emergency Maintenance

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 06/2019

Plumber		0431 445 094	JML Plumbing & Gas
Electrician		0409 464 812	First Point Electrical
Locksmith		02 6280 6611	CLASS Locksmith
Heating & Cooling		0434 392 156	Airconemi
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.