

EMERGENCY MAINTENANCE PROCEDURE FOR TENANTS



If you have an emergency repair during business hours, you **must** phone through the details to our agency as soon as you become aware of the situation. The agency will arrange trades to attend on your behalf and will provide these trades with direct contact details for you.

WHAT IS AN EMERGENCY REPAIR?

- A burst water service or a serious water service leak
- A broken or blocked toilet if there are no other usable toilets
- A serious roof leak
- A gas leak
- A dangerous electrical fault
- Flooding or serious flood damage
- Garage door fault
- Serious storm, fire or impact damage
- A failure of the gas, electricity or water supply
- A failure of an essential service or appliance
- Damage that renders the property unsafe or insecure
- Damage likely to injure a person, damage premises or unduly inconvenience the resident
- Serious fault in stair case, lift or other common area that unduly inconveniences a resident in gaining access or using the premises
- Fault which leaves the property unsecurable. ie. You can't manually close the garage door or secure the property.

WHAT TO DO:

If an emergency situation arises outside of business hours (including public holidays), the following procedure applies:

- 1. Contact the appropriate trade from the list below and explain the situation in as much detail as possible; arrange for the trade to attend to the repairs.**
- 2. Send an email to our agency with a detailed explanation of the situation and any action that has been taken.**

As a tenant, you may arrange for a suitably qualified person to make emergency repairs if you have not been able to make contact with the agent or the nominated repairer to notify them of the need for an emergency repair or if the repairs are not made within a reasonable time frame after notice is given.

If your situation is NOT classed as an emergency repair and a tradesman is called out to attend, the invoice will be forwarded to you for payment. Any general maintenance issues need to be reported in writing to the agency to be dealt with on the next business day.

24HR EMERGENCY CONTRACTORS	CONTACT DETAILS
Plumbing - Convenient Plumbing	0407 010 435
Electrical - Townsville Electrical	0438 666 632
Locksmith - Townsville Mobile Locksmith	0408 777 340
Glass and windows - NQ Glazing	0402 295 798

IMPORTANT INFORMATION

For situations arising from severe weather events, please contact State Emergency Services on **132 500**

For other serious events such as fire, break in's etc, please contact Emergency Services on **000**

For non-urgent matters where you may require a Police presence, please contact Policelink on **131 444**