



## AFTER-HOURS EMERGENCY PLAN

### SECTION 43 OF THE RESIDENTIAL TENANCIES ACT

#### URGENT REPAIRS

- (a) in relation to repairs necessary for the supply or restoration of a service prescribed as an essential service – 24 hours; or
- (b) in relation to any other urgent repairs – 48 hours or any prescribed longer period.

**Urgent repairs**, in relation to residential premises, means repairs to the premises that are necessary –

- (a) for the supply or restoration of a service prescribed as an essential service; or
- (b) to avoid –
  - (i) exposing a person to the risk of injury; or
  - (ii) exposing property to damage; or
  - (iii) causing the tenant undue hardship or inconvenience

Please note: undue hardship in this context would be considered as an excessive wait time.

(3)(a) the tenant may arrange for the repairs to be carried out by a suitable repairer to the minimum extent necessary to effect those repairs; and

(3)(b) the lessor must, as soon as practicable after the repairs are carried out, reimburse the tenant for any reasonable expense incurred by the tenant in arranging for those repairs to be carried out and paying for those repairs.

#### Severe Damage to Property (e.g. Storm, Fire, Collapsed Ceiling)

If there is a fire, call the fire brigade on 000.

For any other severe damage that requires securing, contact SES (State Emergency Service) on 1300 130 039.

#### Break In & Damage to Property

Contact the Police on 000 and report the break in and any damage that has occurred to the property.

The Police will give you a Police Report Number – you will need to report the damage and provide the Police Report Number to our office as soon as possible. Without this report or the Police Report Number, you may be deemed responsible for the cost of repairs.

Contact the relevant contractors to arrange securing/repair as required.

Reminder: you are responsible for your own contents and contents insurance. The owner will not be liable for any costs associated with loss or damage of your own personal property.

#### Electrical Faults That May Cause Harm (e.g. live wires, faulty RCD)

Contact one of our recommended electricians to arrange securing/repair as required.

Please note, power tripping may be a result of a faulty appliance and you will need to test the appliances throughout to ensure that this is not the cause; to do this, you will need to unplug ALL appliances (including fridges, washing machines, oven etc.) turn the affected RCD back on in the meter box, and test each appliance by plugging it back into the power point and turning it on. If the power trips when turning on a specific appliance, it is to be assumed that the appliance is faulty and would need to be replaced; if the appliance only trips on a specific power point (e.g. it will work in the kitchen but trips when used in the bathroom) then the power point may be faulty and should be reported to our office.

Reminder: tripping power is NOT an urgent repair.

#### Burst Water Pipe, Gas Leak or Blocked Toilet (where only one toilet is available)

If there is a burst pipe or gas leak, please ensure that you turn the relevant service off at the mains (usually located at the front of the property) before contacting the plumber.



If the toilet is blocked, please ensure that you have tried plunging and draining directly first before contacting the plumber.

### **No Hot Water**

Please ensure that you have checked your gas connection and pilot light before contacting a plumber.

If you are unsure on how to re-light your pilot light, there is instructions on the inside of the base door for the unit (which is where you will re-light the pilot light) alternatively, you can search for an instructional video on YouTube, by searching the unit model (e.g. Rinnai)

If there is no gas, ensure that you have your accounts connected and paid up to date.

If you are unable to re-light the pilot light, or it does not stay lit, a plumber may be required.

If you have an electric hot water system, contact our recommended electrician.

If you have a gas hot water system, contact our recommended plumber.

### **Lost Keys or Locked Out of Property**

As per your lease agreement, keys are a tenant responsibility and therefore, any relevant costs associated with such repairs will be your responsibility to pay.

**The following matters are NOT classified as an emergency and MUST wait until the next business day to be actioned by our office:**

- Blocked toilets (where there is more than one toilet available for use) or blocked/smelly drains.
- Stove top/oven not working.
- General repairs and maintenance (e.g. loose door handle, fallen towel rail.)
- Fallen fence.
- Pest control (as a reminder, basic pest control is a tenant responsibility.)
- Issues with reticulation.
- Hot water fluctuating (going hot and cold.)

Please note, if you arrange a contractor for any matters that are NOT considered an urgent repair, or you allow the contractor to complete more work than the minimum extent necessary, the owner is NOT obligated to pay for the expenses incurred and you will be deemed liable for the cost of the invoice. Should any contractors report that the maintenance is a result of damage or misuse, you will be deemed liable for the cost of the invoice.

Please be mindful of when maintenance occurs and when you choose to arrange a contractor.

If you have had no hot water since Wednesday but choose not to notify us and arrange the repair for a Saturday, you will be deemed liable for the cost of the invoice.

If an urgent repair occurs on a Sunday evening that will not cause immediate risk of harm to an occupant, or damage to the property, email your Property Manager with an urgent action, so that we can arrange the repairs during business hours and avoid an after-hour fee with the contractors.

Please consider the following recommended trades for the scenarios outlined above (\*preferred):

**\*Bara Electrical**

08 6206 6899

**Electrical Bros.**

08 6263 0585

**\*Insight Plumbing & Gas**

08 9371 5212

**Plumbing Bros.**

08 6263 0500

**\*Dependable Glass**

08 9455 3069

**Premier Glass & Mirrors**

08 9361 9736

**\*Lance Lock Service**

0438 877 121

**A1 Locksmiths Pty Ltd**

08 9370 2943