

Emergency Checklist

URGENT REPAIRS fall into two categories:

1. ESSENTIAL SERVICES are listed in the Residential Tenancies Regulations 1989 and include repairs to:

- a burst water service,
- gas leaks,
- broken hot water system,
- sewerage leaks or
- dangerous electrical faults.

2. OTHER URGENT REPAIRS are those that are not an essential service, but might cause damage to the premises, injure a person or cause undue hardship or inconvenience to the tenant/s, e.g. a broken refrigerator or washing machine that was included in the tenancy.

If you do need to report urgent repairs, please contact **9273 4400** and leave a message with your return contact number, your property manager, the property address and a brief explanation of the matter. You must also EMAIL a maintenance request form available on airey.com.au

Note: from Res Tenancy Act: "The agent/lessor has 24 hours to take action to contact a suitable repairer and arrange for them to fix the problem if the repair is needed to a defined essential service, and 48 hours for any other urgent repair. The repair does not need to be fixed within this time but the agent/lessor must make an appointment with the repairer to fix the problem. If you are not able to contact us within 24 hours for an essential repair and 48 hours for an urgent repair you can arrange for the repairs to be carried out by a suitably qualified repairer to the minimum extent necessary.

QUALIFIED REPAIRERS YOU CAN USE IN AN EMERGENCY:

The Plumbing and Gas Guys: 1800 087 244
B.CO Electrical: 0458 764 380
PPE Electrical: 0414 799 047
Prompt Glass: 9330 5555

AIR CONDITIONING FAULTS are not classed as an urgent repair. If your air conditioner does start to leak, please **DO NOT** continue to use it as you will be liable for any subsequent damage. Check that the filter is clean.

DAMAGE TO PROPERTY/BUILDING

If damage to the property you are renting is caused maliciously by another person, please contact your local Police **131 444** straight away and make a police report. Be sure to get a reference number. Please make a note of the report number and then contact your property manager during business hours.

LOCKED YOURSELF OUT?

In the event you have locked yourself out you must call a Locksmith at your own cost. Airey Real Estate is only able to supply you with keys during "Normal Business Hours":

Monday to Thursday 8.30am to 4.30pm & Friday 8.30am to 4pm (not on public holidays).

We recommend these locksmiths:

AI Locksmiths 1800 215 625
Lock, Stock & Farrell 6350 8500

BEFORE calling for emergency service, check the following:

NO POWER/ELECTRICITY

- Check power board/meter box and confirm all switches are pointed to the "ON" position.
- Check that your electricity bill is paid up to date!

- Contact **Western Power** on **13 13 51** and check if they are aware of any Power outages in the area.
- Check with a neighbour and confirm if they are experiencing the same issue.
- If your lights are working but your power points are NOT, firstly switch off all power points throughout the entire property including garage and sheds and unplug all electrical appliances. Once this is done, go to your power board/meter box and make sure all the switches are "ON".
- Then plug in your appliances one by one starting with kettle, iron, hotplate, toaster.
- If the power flicks off again then the last appliance plugged in is your offender. **DO NOT** continue to use this appliance as it is faulty.

Note: you will be liable for the cost of the electrician if YOUR appliance is found to be at fault.

NO HOT WATER

- Check power board/meter box and confirm all switches are pointed to the "ON" position.
- Make sure your electricity or gas bill is paid up to date and disconnection hasn't taken place.
- Contact **your gas supplier** and check for gas outages in the area. Also available on internet.
- If you have a gas hot water system, please ensure the pilot light is lit at all times. It is a good idea to familiarize yourself with how your system operates early on in the tenancy.

SEWERAGE/NO WATER SUPPLY

- No water supply check with the water corp website to see if the water supply to your area has been temporarily cut off and to be advised when it will be restored. watercorporation.com.au/outages-and-works
- For overflowing sewerage firstly contact water corp **13 13 75** to ensure this is not covered by them before contacting 9273 4400.

RUNNING TAP/BURST PIPE

- If you have a major water leak or burst pipe turn off the main water supply usually located somewhere just inside the front boundary of your property. (Units and Apartments look for your water isolation tap in the laundry, bathroom or under kitchen sink), then call 9273 4400 for emergency assistance.
- If you have a steadily leaking tap, more than just a drip or very slow leak, please turn the main water supply off. Then call 9273 4400 for further assistance or advice.

GAS LEAK

- If you smell gas turn off the main gas supply in the meter box immediately. Turn off electrical appliances and anything that causes a spark. Then call YOUR GAS SUPPLIER e.g. Kleenheat, Alinta and leave the property.

ELECTRICAL FAULT

- If an electrical fault happens during your tenancy and there are live wires or a fire has started by a fault please call **000** and ask for **FIRE BRIGADE IMMEDIATELY**.

STORM DAMAGE

- If at any time you experience damage during a storm, please send a maintenance request found on our website airey.com.au or call 9273 4400 to report to us and for actioning repairs.
- If the damage is severe and/or life threatening, please contact the **State Emergency Service (SES)** on **13 25 00**