

## EMERGENCY OR AFTER HOURS PLAN FOR TENANTS

If you are faced with an emergency or maintenance problem after hours and are unable to contact your Property Manager, listed below is information and instructions on how to deal with that emergency:

If an emergency occurs during business hours, please contact the office or your Property Manager first.

Office	
Telephone - 9328 0909	

Emergency Contacts:	
Name	Mobile
Aaron Fitzpatrick	0404 074 880
Carole Plumb	0448 796 943
Cassie Martins-da Silva	0415 894 981
Christine Izydorski	0417 915 811
Tanya Vardy	0404 673 227
John Tupou	0488 911 332
Kym Radtke	0400 380 008
Nikki Elliott	0450 765 803

If you are unable to make contact, this is the recommended course of action to take, however, please be aware that you may be responsible for the costs associated with the repair.

### Break In & Damage to Glass

In most cases your lease will state that you are responsible for the insurance of plate glass, therefore, the cost of the repair will be claimable on your insurance policy. If the glass repair is subject to an insurance claim, remember to contact the Police to report the damage and obtain a police report number. This will be required by your insurance company for the claims process.

### Hot Water System Stops Working

1. If it is a gas hot water system, check the pilot light is on & the gas supply has not been interrupted. If it is a gas supply problem contact **Alinta Gas** on **13 13 52**
2. If it is an electric hot water system ensure that the power supply has not been interrupted and the fuse has not blown. If it is a power supply problem contact **Synergy** on **13 13 51**
3. If the supply is not the problem but the Hot Water System and a plumber is required refer to the contacts listed under 'Plumbing Problems'. If an electrician is required, refer to the contacts listed under 'Electrical Problems'.

### Electrical Problems

Should the loss of power be due to fallen or broken power lines, call **Synergy** immediately on **13 13 51**.

With any other disruption to power/lighting within the premises we suggest contacting Synergy first to ascertain if a problem exists in your suburb. If this is not the case then you should contact one of the below electricians:

1. **Cablenet** on **9480 5227** or **0412 922 648**
2. **Lumos Electrical** on **0402 604 363**
3. **Response Electricians** on **6161 5739** or **0439 834 321**

## Plumbing Problems

If there is a burst pipe outside of the premises, firstly ascertain if the burst in the pipe is leading into the main water meter or between the meter and the premises. Once this has been ascertained, turn the water off at the mains. If the burst pipe is not on the property side of the meter contact the **WATER CORPORATION on 13 13 75**, if the burst is between the meter and the property, contact the relevant plumber from the list below:

1. Eastern Suburbs: Kalamunda Plumbers on 9291 6000 or 0430 137 486
2. Southern suburbs: Choice Plumbing on 9364 1366
3. Northern Suburbs: Diamond Plumbing on 9301 5611 or 0418 926 789

## Lost Keys or Keys Locked Inside

If you loose your keys or lock them inside during business hours, providing we hold a key to your premises (which is usually not the case) and after arranging collection with your property manager, you may use the office keys by leaving a \$100 key deposit with our reception at 658 Newcastle Street Leederville. The key deposit will be refunded to you as soon as you return the keys to our office. Please note that if this occurs after hours we will not be in a position to assist you and you will need to contact a locksmith to gain entry to your premises. You may choose to use any of the below:

1. Diamond Lock and Security on 08 9344 1965
2. Western Lock Service on 08 9227 6200
3. Greater Perth Lock & Security on 0439 896 196

## Impact to Building by Vehicle/Severe Storm Damage/Severe Damage to Property (Collapsed Ceilings etc)

In any of these circumstances your actions will depend on the severity of the problem. Please note the following course of action and attend as required.

If injury to another person call an **Ambulance on 000**.

Call the **Police** and obtain a police report number on **13 13 44**.

If there are any burst water pipes, turn the water off at the mains and call one of the listed plumbers:

1. Eastern Suburbs: Kalamunda Plumbers on 9291 6000 or 0430 137 486
2. Southern suburbs: Choice Plumbing on 9364 1366
3. Northern Suburbs: Diamond Plumbing on 9301 5611 or 0418 926 789

If there is any electrical damage, turn the power off at the mains and call one of the listed electricians:

1. Cablenet on 9480 5227 or 0412 922 648
2. Lumos Electrical on 0402 604 363
3. Response Electricians on 6161 5739 or 0439 834 321

If there is water damage to the carpets call Joshua from **Axios Services on 0433 007 763**.

If there is structural damage to the premises, flooding or electrical problems, **DO NOT** stay in the premises and contact the **Emergency Services**.

Contact your property manager who will contact the building insurers.

## Common Property

If your premises form part of a strata company, should you experience any problems in the common areas i.e. security, automatic gates and doors, car parking, external lighting, lifts and electrical or plumbing problems within a common toilet or kitchen area please contact the Strata Company Managers.