

Strata & Residential Property Management

After Hours Contacts & Instructions for Residents – Realmark Leederville & Applecross

In the event of a serious problem or **emergency** situation regarding your property managed by our team and when Realmark offices are closed, please note the following information; emergency contact details and instructions below.

An emergency is a situation that poses an **immediate risk** to health, life, property or environment. In an emergency a tenant should contact the appropriate emergency services on the number listed below.

EMERGENCY CONTACT DETAILS:

For Police, Fire, Ambulance in a life threatening emergency call triple zero (000)	000
SES assistance	132 500
Western Power	131 351
Water Corporation	13 13 75
Police – not life threatening	13 13 44

For urgent repairs **outside** of **normal** business hours (before 8:00am – after 5:00pm Monday to Friday as well as Weekends and Public Holidays) see details below. For emergencies during business hours, please contact our office. To reduce fees and charges incurred, please consider if the incident could be attended to by your Strata or Property Manager during normal business hours.

Urgent repairs are those that are reasonably necessary to **supply** or **restore** an **essential service**, or to avoid exposing a person to the risk of injury or exposing property to damage. For example flooding, a burst water service, gas leaks, sewerage leaks or dangerous electrical faults.

In the event of electrical failure and where it is safe to do so, please check trip switches and fuses. If you are a tenant please contact your Property Manager in the first instance.

Some urgent repairs will also require you to contact emergency service providers depending on the circumstances.

These numbers should **only** be used in an **emergency**. In the event the problem is not deemed an emergency or where the fault is as a result of damage or something that is not the responsibility of your Strata Company or landlord, you may incur a charge for any callout or works undertaken. Before calling an emergency contractor, please check any manuals you've been supplied with.

Lost keys or keys locked inside

Please note: The resident/tenant is responsible for all costs associated with calling a locksmith if keys have been lost or locked inside **individual** apartments. **We do not have access to individual unit/apartment keys.**

Should you lose an access device to the common property please contact our office during business hours to arrange for a replacement.

Houdini Service

0414 426 581

Diamond Lock & Security

08 9344 1965

WA Lock Service

0412 446 019

Plumbing

General information: if you have no water supply in your unit/apartment, check with your neighboring unit to see if they have the same issue. If they do, check the premises outside for any obvious signs of a burst water pipe. If there is a burst water pipe between the water meter and the property, turn the water off at the mains. If the burst water pipe is **not** on the side of the property, please contact **Water Corporation**

For burst water pipes within the property contact

Brown's Plumbing

08 9330 5786

Diamond Plumbing & Gas

1300 802 555

For no water supply contact **Water Corporation**

13 13 75

Electrical

Damage to power lines/loss of electricity contact **Synergy**

13 13 53

Other severe electrical problems within the property contact the following providers

Westwide Electrical Services

08 9444 0977

Alison Electrical (automatic gates and doors)

08 6254 2968

0411 086 160

First Choice Electrics (available **only** on a Saturday between 9:00am – 2:00pm)

0419 908 358

Break ins & damage to glass

Contact the Police and obtain a Police report on **13 13 44** (this is required for insurance claims)

To replace broken glass panels contact **Action Glass & Aluminum**

08 9249 2429

Impact to Building by Vehicle/Severe Storm Damage to Property

In any of these circumstances your action will depend on the severity of the problem

If severe injury to you or other persons call an Ambulance and Police

000

If required call State Emergency Service (SES)

132 500

Repairs during normal business hours please call your Strata Manager or Property Manager directly on the numbers as listed below

Strata Management Team

Karla Roche

08 9328 0946

0450 778 356

Tanya Peck

08 9328 0951

0404 824 100

Monique Bailey

08 9328 0974

0404 808 991

Alex Burnett

08 9328 0924

0408 038 987

Ricc Mulè

08 9328 0970

0450 776 934

Property Management Team

Daniela Ligovich

08 9328 0940

0417 979 017

Sasha Smith-Thomas

08 9328 0919

0451 036 791

Nicole Hazell

08 9328 0905

0404 830 026

Kate McDonald

08 9328 0954

0415 926 916

Jessica Donchi

08 9318 7009

0407 991 197

Samantha Lewis

08 9318 7006

0426 578 150

Other Contacts

Sandy Papalia, Division Manager - Property Services

0404 441 429

Anita Percudani, Executive Director

08 9328 0999