

After Hours EMERGENCY Repairs Procedure



IMPORTANT:

1: We ask all tenants to exercise common sense in a case of emergency. If our contacts below do not answer within a reasonable time frame, please call in another qualified professional.

2: If a tradesperson has been sent out at the tenant's request, and it is deemed that the cause of the problem has been due to the negligence of the tenant or someone visiting the property, and the appropriate checks have not been done prior to the tradesman being called out (such as blown fuses, etc), it is agreed that the costs associated with the call-out will be payable by the tenant, not the agent or Owner of the property.

3: If a tradesperson has been sent out at the tenant's request and it is deemed that the problem was not in fact an emergency (as outlined by the RTA), the tenant will be liable to pay the call-out cost. **Ask yourself: "If I was paying for this, would I call out a tradesperson after hours at DOUBLE the rate?"**

4: Please follow through with a call to our office on the next business day and inform your Property Manager of the issue and actions taken.

SERVICE	CHECK BEFORE CALLING	CONTACT
PLUMBING	In the event of a major leak, please turn main water supply off to the house – at the water meter which is located at the front of the house. Toilets not flushing - If there is a water pump, ensure this is connected and try pressing the RESET button, then re-set the safety switch.	North Lakes Plumbing Service 0418 797 940 Craig Plumbing & Gas Fitting 0407 040 300
SEPTIC SYSTEMS		B & Y Liquid Waste Removals 0400 875 888
ELECTRICITY	Check if the safety switch or other switches have tripped in the meter box. If so, reset them to ON . If the switch trips again, you will need to check your appliances by unplugging them one at a time.	Mr A Electrics 0419 498 643
ELECTRIC HOT WATER SYSTEMS	Check safety switch & switches as above. Ensure the system is topped up with water by holding the top-up lever until the water starts running out the overflow.	North Lakes Plumbing Service 0418 797 940
GAS	If on bottle supply check to see if your bottle is empty or not switched over to full bottle.	Craig Plumbing & Gas Fitting 0407 040 300
LOCKSMITH	If you are locked out of your property after hours, or need to change locks urgently due to break-in.	Amalgamated Locksmiths 0417 717 370
GLASS REPAIRS	If property unsecure due to broken window or door	Murrumba Glass 0416 150 340
FLOODS & STORMS		STATE EMERGENCY SERVICE (SES) 13 25 00
LOSS OF POWER SUPPLY	To report electricity interruptions, and for updates on power restoration progress in your area.	ENERGEX 13 62 62