

TENANCY INFORMATION

AFTER HOURS URGENT REPAIRS PROCEDURE

Our business hours are from 8.30am to 5.30pm week days, Saturday by appointment. This information is designed to assist you if you have an after hours emergency. By following this procedure we can assist in ensuring all reasonable steps are taken to ensure we reduce any undue inconvenience on your part and also reduce unnecessary damage to the property.

What constitutes an urgent repair?

An urgent repair is any work needed to fix:

- ✓ A burst water service
- ✓ A blocked or broken lavatory system
- ✓ A serious roof leak
- ✓ A gas leak
- ✓ A dangerous electrical fault
- ✓ Flooding or serious flood damage
- ✓ Serious storm or fire damage
- ✓ A failure or breakdown of any essential service on the premises for hot water, cooking, heating and laundering
- ✓ A failure or breakdown of the gas, electricity or water supply to the premises
- ✓ Any fault or damage that causes the premises to be unsafe or not secure



Refer www.fairtrading.gov.au – Urgent Repairs

We offer the following tips and information for your convenience:

- Be mindful where the main water meter is at the property and turn it off if necessary
- Be familiar where the main power board is at the property as well as the sub power board
- Only phone for help if the problem cannot wait until the next available business day
- When phoning the appropriate tradesperson always leave a message stating its “urgent”
- If the oven is not heating – check if there is an auto/manual switch – if the switch is an auto it may time out. Always read the instructions manuals if provided
- Always advise our office at the earliest possible opportunity.
- If you lock yourself out of your property after hours, you will be required to phone a locksmith

CONTACT NUMBERS IF YOU REQUIRE URGENT ASSISTANCE

Essential Energy: 13 23 56 // 13 20 80
SES: 13 25 00
Molong Fire Brigade: 6366 8686
Molong Police Station: 6393 30000
Emergency Services: 000

Electrical:

Dan Hiller Electrical: 0422 522 474 (Molong)
Chris Hayes: 0467 650 608 Molong & Orange

Plumbing & Gas:

Javelin Plumbing: 6366 9010 // 0408 031 829
Hinchcliffe Plumbing Orange: 0434 069 441



Locksmith: 6369 1222 – Orange (Canobolas Locksmith)
Craig Kramer – Molong – 0447 002 193

Please note there will be an after hours call out fee to the property owner in assigning to a contractor. Please be aware if damage has occurred as a result of negligence or a faulty appliance you may be liable for the fee. Or if the call out is not deemed an “emergency”