

Emergency Guidelines for Tenants

Fact Sheet

From time to time emergencies may arise at your property. To ensure that you are compensated for any emergency where a trade person is required please follow the below guidelines.

IF YOUR EMERGENCY IS:

DURING BUSINESS HOURS please contact the office directly on 03 5881 8019

AFTER HOURS please contact our emergency mobile number on 0467 801 911

We recommend you put both of these numbers into the contacts of your phone to ensure you have access to the numbers when you need them.

When contacting our after hours number please call ONCE and leave a detailed message – If you do not leave a message your call WILL NOT be returned.

Should you not receive a response within 2 hours after contacting our after hours number and you need to seek urgent assistance please contact

PLUMBER	Troy Leetham Plumbing
ELECTRICIAN	Alistair McNamara Electrical
LOCKSMITH	P & J Locksmith
GLAZIER	Deni Aluminum Windows
GENERAL	Property Care & Repair

The law distinguishes between urgent (emergency) repairs and those which are not so urgent.

Urgent repairs are:

- a burst water service or a serious water service leak
- a blocked or broken toilet
- 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 the gas, electricity or water supply to the premises
- a failure or breakdown of the hot water service
- a failure or breakdown of the stove or oven
- a failure or breakdown of a heater or air-conditioner
- a fault or damage which makes the premises unsafe or insecure.

FURTHER CONSIDERATIONS:

- Non urgent maintenance is to be put in writing to your property manager.
- Please keep in mind that the mobile is held by a team member of TLC Real Estate to assist you in the most professional, safe and cost effective way for you, the property you are renting and the landlord.
- Please refer to our trouble shooting maintenance guide to avoid the trades invoice becoming your responsibility
- Our trades will bill us directly where the owner is responsible for the invoice as long as you have followed this process. If not the owner may not be responsible for the repair invoice, and in these cases the invoice will be forwarded to your for payment.