

# IN CASE OF EMERGENCIES

From time to time emergencies may arise at your property.

## IF YOUR EMERGENCY IS:

**DURING BUSINESS HOURS** please contact the office directly on **8231 5407**

**AFTER HOURS** If After Hours please **text your designated Property Manager** after logging the job.

## What is an emergency:

- \* Burst hot water service or pipes—**Turn water off at mains to avoid damage/waste**
- \* Blocked or broken toilet system
- \* Electrical fault—unplug any suspect appliances, check fuse box
- \* Gas leak
- \* Serious roof leak
- \* Flooding or serious flood damage
- \* Serious storm or fire damage
- \* Fault to stairs, safety fences, balconies etc
- \* Any fault or damage that makes the premises unsafe or unsecured
- \* Failure or breakdown of any essential service or appliance provided by the Landlord (eg gas, electricity or water supply)

In case of fire call 000

Should you not be able to raise a team member after hours and you need to seek urgent assistance please contact:

## IMPORTANT CONTACTS

<b>POLICE ASSISTANCE</b>	<b>131 444</b>
<b>EMERGENCY SERVICES</b>	<b>000</b>
<b>SA WATER</b>	<b>1300 883 121</b>
<b>SA POWER NETWORKS</b>	<b>131 366</b>
www.sapowernetworks.com.au/centric/customers/power_outages.jsp	
<b>AUSTRALIAN GAS NETWORKS</b>	<b>1800 GAS LEAK (1800 427 532)</b>

## FURTHER CONSIDERATIONS:

- \* Non urgent maintenance is to be put in writing to your property manager please fill out our online maintenance request form.
- \* Try to troubleshoot first :
  - No water, check your mains, check the SA Water website.
  - No power, check your mains switch or SA Power networks for outages.

Need more help? Visit sa.gov.au - [Emergencies and safety](#)

\*Please be advised that you may be liable for non emergency or at fault call outs\*