

## **BURSWOOD PENINSULA REAL ESTATE – EMERGENCY PROCEDURES**

### **MAINTENANCE – NON URGENT**

If your repairs are urgent, please contact the office or your Property Manager by phone.

Office: 9361 1144 Mon – Fri 9am to 5pm, After Hours: 9361 1144 (Diverted to company mobile)

Property Manager – Vanessa Mansfield 0402 222 020

The following situations are NOT classified as emergency repairs and MUST wait until the next working day to be reported to the office as per the following methods: It is a policy of our office that all repairs or maintenance requests must be submitted to our office in the following procedure:

- Via email
  - Maintenance request form via fax
  - Maintenance request form completed in office
  - Maintenance form on our website
- 
- Blocked Toilets. (When there is a second unblocked toilet on the premises).
  - Stove/Oven not working. General Repairs and Maintenance.
  - Blocked Pipes to the shower, kitchen sink, bathroom basins and laundry sink.
  - Hot Water system going hot and cold.
  - Trouble with Reticulation.
  - Leaking Taps.
  - Pest Control ie: Pest Control such as ants, mice, rats, cockroaches, flies, silverfish, earwigs etc is the responsibility of the tenants and the owner is not obliged to pay for treatment.
  - Trouble with Air Conditioning.

The owner will pay for the removal of wasps or beehives, however this is not classified as an emergency and you need to contact your Property Manager the next working day to arrange the removal of any nests. This is also the case if you spot any white ants nests in or about the property.

In relation to problems with ants, mice, rats and cockroaches, it is recommended that you purchase treatments such as bombs and/or baits from the supermarket, and ensure that you have placed them in strategic locations to prevent infestation.

**Please note that if you go ahead with a repair that IS NOT classified as an emergency, the owner is NOT obliged to pay for any expenses incurred and these expenses may be charged to yourself.**

### **(EMERGENCY PLAN FOR TENANTS)**

*(Urgent repairs are defined by the Residential Tenancies Act 1987 and fall into two categories. Essential services are repairs to faults such as a burst water service, blocked toilets, gas leaks or dangerous electrical faults. Arrangements for a suitable repairer to fix these essential services must be made within 24 hours. Other urgent repairs, such as those that might cause further damage to the premises or injure a person must be arranged within 48 hours.)*

## URGENT REPAIRS

Sometimes you may be faced with an emergency situation. An emergency is defined as something that may harm someone, or may cause further damage to the property if left unattended. Our Property Manager can only guarantee to be contacted during working hours. If an emergency occurs outside of these hours, try to contact your Property Manager on their mobile or call the office number which is diverted. If you are unable to contact anyone within 12 hours, this is the recommended course of action to take:

Listed below is information on items that are classified as an emergency situation and instructions on how to deal with the emergency without the assistance from your Property Manager, **please be aware that charges may apply if you take this course of action without consulting your agent or Property Manager first.**

### 1. BREAK IN AND DAMAGE TO GLASS

- a) Contact the Police and report the break in.
- b) The Police will give to you a Police Report Number – you must report this to your Property Manager the next working day.
- c) Without obtaining the police report number, the cost of replacing the glass will be invoiced to you.
- d) Contact your agent or call your Property Manager on their mobile.
- e) If unable to reach anyone you may contact a tradesperson recommended by us, however if no fault is found or the situation wasn't deemed an emergency you may be liable for the cost.
- f) You may instruct the glazier to forward the account directly to Burswood Peninsula Real Estate. If the glass breakage is the result of an act attributable to yourself, you may call the glazier to repair the broken glass, however payment for repairs must be made by yourself in this instance.

### 2. HOT WATER SYSTEM STOPS WORKING

- a) If it is a gas hot water system, check that the pilot light is on.
- b) If not re-light the pilot light following instructions on the machine or a manual if you have one. Where possible a tenant is responsible for re-lighting a pilot light, not the owner.
- c) If the problem still exists or you have difficulty lighting the pilot light, contact your agent or call your Property Manager on their mobile.
- d) If unable to reach anyone within 12hrs, you may contact a tradesperson recommended by us, however if no fault is found or the situation wasn't deemed an emergency you may be liable for the cost.

### 3. GAS LEAK

Contact your agent first or call your Property Manager on their mobile.

If unable to reach anyone within 12hrs, you may contact a tradesperson recommended by us, however if no fault is found or the situation wasn't deemed an emergency you may be liable for the cost.

### 4. BURST WATER PIPE

**\*\*\*TURN THE WATER OFF AT THE MAINS IMMEDIATELY\*\*\***

Contact your agent or call your Property Manager on their mobile.

If unable to reach anyone within 12hrs, you may contact a tradesperson recommended by us, however if no fault is found or the situation wasn't deemed an emergency you may be liable for the cost.

### 5. POWER LINES FALLEN DOWN

- a) Call Western Power immediately on **13 13 51**.

### 6. LOST KEYS OR KEYS LOCKED INSIDE HOUSE

You may contact a locksmith directly, however the tenant is responsible for payment of the account. If you lose your keys or lock them inside the property during business hours you may use the office keys.

DO NOT try to contact your Property Manager out of business hours if you have locked yourself out of your property, or if you have lost keys as they are not able to drive back to the office out of hours to get keys for you.

#### **RECOMMENDED LOCKSMITH**

Lighthouse Locksmiths - 9455 3083

Fort Locks - 0413 054 560

### 7. ELECTRICAL PROBLEM THAT MAY CAUSE HARM TO THE TENANT

Contact your agent first or call your Property Manager on their mobile.

If unable to reach anyone you may contact a tradesperson recommended by us, however if no fault is found or the situation wasn't deemed an emergency you may be liable for the cost.

### 8. IMPACT TO BUILDING BY VEHICLE

This is a tragic emergency situation, always try to contact your agent or Property Manager first. If you cannot contact your agent or Property Manager, you must then take the following steps:

- a) If injury to another person **call an ambulance on 000**.
- b) Call the Police and obtain a police report number.
- c) If there is structural damage to the house, flooding or electrical problems do not stay in the house.
- d) Your Property Manager will contact the building insurer the next working day, they will then send an assessor and attend to any structural repairs.

## **9. SEVERE STORM DAMAGE**

This is another emergency situation, always try to contact your agent or Property Manager first. If you cannot contact them, you must then take the following steps:

- 1) If injury to another person **call an ambulance on 000.**
- 2) If there is a fire call the **fire brigade on 000.**
- 3) Call SES (**State Emergency Service**) on **1300 130 039.**
- 4) If there are any burst water pipes, call any of the plumbers listed below and turn the water off at the mains.
- 5) If there is any electrical damage, call any of the electricians listed below and turn the power off at the mains.
- 6) If there is structural damage to the house, flooding or electrical problems do not stay in the house.
- 7) Your Property Manager will contact the building insurer the next working day, which will send an assessor and attend to any structural repairs.

**Remember if you engage in a tradesperson without authority you may be liable to pay for any repairs.**

## **RECOMMENDED TRADESPEOPLE**

**GLASS REPAIRS**                      **Prompt Glass – 9330 5555 or 0411872938**

**ELECTRICAL REPAIRS**            **Metro Electrical - Luke 0448 777 744**  
**Riverside Electric, Plumbing & Gas – Jakeb 0433 335 116**

**PLUMBING REPAIRS**            **BC Plumbing - Bill 0417 963 631**  
**Gillies Group Pty Ltd - 9204 4407**

**NOTE: If your property is Strata Managed there may be other procedures which apply, it is always best to check with your agent or Property Manager where possible, before engaging in tradespeople.**

*Thank You*  
*Burswood Peninsula Real Estate*