

## EMERGENCY CHECKLIST

Report all emergencies to [0414 493 765](tel:0414493765),

Email [rentals@alltimerealestate.com.au](mailto:rentals@alltimerealestate.com.au) or use the web-site emergency contact form to leave a message with your return contact number, the property address and a brief explanation. **Attach photos if possible.**

### URGENT REPAIRS fall into two categories:

1) ESSENTIAL SERVICES are listed in the Residential Tenancies Regulations 1989 and include repairs to:

- a burst water service
- gas leaks
- broken hot water system
- sewerage leaks
- dangerous electrical faults

For essential services, All Time Real Estate has 24 hours to take action to contact a suitable repairer and arrange for them to fix the problem. The repair does not need to be fixed within this time but the real estate must make an appointment with the repairer to fix the problem.

2) OTHER URGENT REPAIRS are those that are not an essential service, but might cause damage to the premises, injure a person or cause undue hardship or inconvenience to the tenant/s, e.g.

- Broken oven, cook-top, refrigerator or washing machine where these are included in the tenancy.

For these other urgent repairs, All Time Real Estate has 48 hours to take action to contact a suitable repairer and arrange for them to fix the problem. Again, the repair does not need to be fixed within this time but the real estate must make an appointment with the repairer to fix the problem.

IF YOU HAVE NOT RECEIVED A RETURN CONTACT WITHIN THE PRESCRIBED TIME for an essential service or urgent repair, you can arrange for the repairs to be carried out by a suitably qualified repairer to the minimum extent necessary.

AIR CONDITIONING FAULTS are not classed as an urgent repair. If your air conditioner does start to leak, please DO NOT continue to use it as you will be liable for any subsequent damage.

## **QUALIFIED REPAIRERS:**

When contacting repairers, please state that the property is managed by All Time Real Estate.

### **Electrical:-**

- Malhotra Electrical - [0424 170 108](tel:0424170108) or [0433 062 783](tel:0433062783)

### **Plumbing:-**

- Gas Tap Plumbing - [0406 761 626](tel:0406761626)

## **DAMAGE TO PROPERTY / BUILDING**

- If damage to the property you are renting is caused maliciously by another person please contact your local police department straight away. Please make a note of the report number as your Property Manager may ask for this for insurance purposes.
- Once the above steps have been followed, contact [0414 493 765](tel:0414493765) or Email [rentals@alltimerealestate.com.au](mailto:rentals@alltimerealestate.com.au)

## **LOCKED YOURSELF OUT?**

In the event you have locked yourself out after-hours, you must call a locksmith at your own cost. All Time Real Estate is only required to supply you with keys during 'Normal Business Hours' Monday to Friday 9:00am to 5:00pm (not on public holidays).

- Sherwood Lock & Key [0412 024 918](tel:0412024918)

## **EMERGENCY SERVICE PROCEDURES**

BEFORE calling for emergency service, please check you have completed the following:

### **NO POWER / ELECTRICITY**

- Check power board / meter box and confirm all switches are pointed to the 'ON' position.
- Make sure your electricity bill is paid up to date and disconnection hasn't taken place.
- Contact Western Power on [13 13 51](tel:131351) to check for power outages in the area.
- If possible, check with a neighbour and confirm if they are experiencing the same issue.
- If your lights are working but your power points etc. are NOT working, then please switch off all power points throughout the entire property and unplug all appliances and white goods etc. Once this is done, go to your power board / meter box and make sure all the switches are set to 'ON'. Then return inside and plug in your appliances one by one. If the power flicks off again then the last appliance plugged in is your offender. Unplug the faulty appliance and do NOT continue to use it.

### **NO HOT WATER**

- Check power board / meter box and confirm all switches are pointed to the 'ON' position.
- Make sure your electricity or gas bill is paid up to date and disconnection hasn't taken place.
- Contact Alinta Energy on [13 13 58](tel:131358) and check if they are aware of any gas outages in the area.
- For a gas hot water system, please ensure the pilot light is lit at all times. It is a good idea to familiarize yourself with how your system operates early on in the tenancy.

## **RUNNING TAP / BURST PIPE**

- If a washer has given way and your taps are leaking profusely please turn your water off at the mains which is generally located somewhere on your front verge / nature strip.
- If a pipe has burst please turn the main water supply off immediately.

## **GAS LEAK**

If there is a strong gas smell at a property please locate the main gas supply in the meter box / power board and turn off supply immediately.

## **ELECTRICAL FAULT**

If there are live wires or a fire has started for any reason please call the fire department (Dial 000) IMMEDIATELY.

## **STORM DAMAGE**

- If there is damage during a storm, please contact [0414 493 765](tel:0414493765) or Email [rentals@alltimerealestate.com.au](mailto:rentals@alltimerealestate.com.au) to report it for actioning repairs.
- If the damage is severe and life threatening, please contact the State Emergency Service (SES) on [13 25 00](tel:132500)