

# TENANCY INFORMATION

## AFTER HOURS URGENT REPAIRS PROCEDURE

Our business hours are from 8.30am to 5.00pm week days. 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

# 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 with 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 on auto it may time out.
- Always read the instructions if manuals are provided
- Always advise our office in writing at the earliest possible opportunity
- If you lock yourself out of your property after hours you will be required to phone a locksmith

Refer to [www.fairtrading.gov.au](http://www.fairtrading.gov.au) for more information

# CONTACT NUMBERS IF YOU REQUIRE URGENT ASSISTANCE

Please be aware that there is a fee to the property owner for after-hours calls. However, if damage has occurred due to negligence or a faulty appliance, you may be liable for the fee. We apologize for any inconvenience this may cause and appreciate your understanding.

## PORT MACQUARIE

### ELECTRICAL

Brighter Days Electrical  
0439 773 342

### PLUMBING

Greg Agnew Plumbing  
0418 205 897  
Shoreline Plumbing  
0422 616 403

### HOT WATER

Hot Water Maintenance (Not available Christmas and Boxing Day)  
6581 5702

## WAUCHOPE

### ELECTRICAL

Brighter Days Electrical  
0439 773 342

### PLUMBING

Monks Plumbing  
0418 496 483

### HOT WATER

Hot Water Maintenance (Not available Christmas and Boxing Day)  
1300 1300 60



LIFESTYLE GROUP