

AFTER HOURS EMERGENCY PROCEDURES FOR TENANTS

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 Managers can only be contacted during working hours. If you are faced with an emergency situation, and are unable to contact your Property Manager, we have listed a number of contacts who can provide you with assistance.

Lost Keys Or Keys Locked Inside The House

You may contact a locksmith directly; however the tenant must pay the account.

If you lose your keys or lock them inside during business hours, you may use the office keys by leaving a \$50.00 key deposit at reception, and the key deposit will be refunded as soon as you return the keys to the office.

Locksmiths – Locksmart 0499 753 986
Locksmiths – Riverina Safes & Locks 02 6921 3517

Please do not contact your Property Manager outside of business hours if you have locked yourself out of your property.

Break In & Damage To Glass

Contact the police and report the break in.

The police will give you a Police Report Number—you *must report this to the office the next working day*. Without obtaining the Police Report Number, the cost of replacing the glass will be invoiced to you. If there is any other damage to the property besides glass damage, this must be reported to your Property Manager the next working day.

You may contact the following recommended glaziers to secure the property:

Glass – Viewco Glass 02 6921 5288
Glass – Wagga Glass & Aluminum 02 6933 0330

You may instruct the glazier to forward the account directly to our office –marked attention to the Property Manager. 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 of the invoice must be made by yourself.

Hot Water System Stops Working

If it is a gas hot water system, check that the pilot light is on.

The required contact details for the different types of hot water systems are outlined below:

Gas Hot Water System:

Brett Harmer Plumbing 02 6931 0053

Scobells Plumbing 0412 294 909

Electric Hot Water System

Trent Harmer Electrical - 0438 279 126

Turk's Electrical - 0421 655 313

GAS LEAK

You may contact one of the above listed plumbers

ELECTRICAL PROBLEM THAT MAY CAUSE HARM TO THE TENANT

You may contact above listed electrician or a 7 day contractor

Severe Damage To Property

If injury to another person call an Ambulance on 000

If there is a fire call the Fire Brigade on 000

Call SES (State Emergency Service) on 1300 130 039

If there are any burst water pipes, call any of the plumbers listed above and turn the water off at the mains.

If there is any electrical damage, call any of the electricians listed above and turn the power off at the mains.

If there is water damage to the carpets, call any of the recommended water extractors:

Carpet cleaner – Stainbusters Cleaning Systems 0428 312 755

If there is structural damage to the house, flooding or electrical problems do not stay at the property.

The Property Manager will contact the building insurer the next working day, who will send an assessor and attend to any structural repairs.