

## Emergency Plan











### What do I do when the office is closed?

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 are only contactable by phone during working hours.

Business hours are Monday to Friday between 8:30 am & 5 pm. We are closed on all public holidays.

If an emergency occurs outside of our working hours, please refer to this Emergency Plan.

Emergency Situation	What To Do	Who To Call	
<b>Burst Pipe</b> 	First turn off the water at the mains to minimise damage and water loss	Water Boys Plumbing & Gas Allied Plumbing	0460 305 044 0488 994 042
<b>Glass Break</b> 	If glass or door needs to be repaired immediately to secure the property, please call	Port Kennedy Glass Jays Glass	0447 800 060 0409 972 023
<b>Blocked Toilet</b> 	First turn off the water at the mains to minimise damage and water loss. This only applies if there is 1 toilet at the premises	Water Boys Plumbing & Gas Allied Plumbing	0460 305 044 0488 994 042
<b>House Fire</b> 	Vacate the property immediately if you are in danger	Emergency Services	000
<b>No Hot Water</b> 	<b>Gas system</b> , check the pilot light is on. If it is not on, then try to light it.  <b>Electrical System</b> check the appliance is switched on in the metre box.	Water Boys Plumbing & Gas Allied Plumbing  Garry's Electrical	0460 305 044 0488 994 042  0410 566 151
<b>Break In</b> 	Report break-in to Police and obtain a Police report number. If glass or door needs to be repaired immediately to secure the property, please call contractor	Police Port Kennedy Glass Jays Glass	131 444 0447 800 060 0409 972 023
<b>Gas Leak</b> 	If the fault occurs on the weekend or public holiday, please contact the contractors below. Contact Alinta if the meter box smells	ATCO (where the leak is outside the house) Water Boyz Plumbing & Gas	13 13 52 0424 762 480
<b>Storm Damage</b> 	In the event of storm damage to the property and severe damage has occurred please call	SES (State Emergency Service)	13 25 00
<b>Power Lines</b> 	If you see power lines down, please stay at least 20 meters away & contact Western Power immediately	Western Power SES (State Emergency Service)	13 13 51 13 25 00
<b>Impact to Building</b> 	In the event of this situation call Police obtain a Police Report Number. If property needs to be secured call contractors	Police SES (State Emergency Service)	13 14 44 13 25 00

## NON EMERGENCY MAINTENANCE

Please note the following are **NOT** considered an emergency and must wait until the next business day to be reported to your property manager. All non-emergency maintenance needs to be emailed to your property for record keeping.

Non-Emergency Situation	Useful Information	Preferred Contactor/ Who to Call	
<b>Blocked Toilet</b>	This is not an emergency if there are 2 toilets at the premises & the second is in working order	Report to Property Manager	08 9550 9900
<b>Air Conditioner</b>	For split systems, check that the filters are clean. Filters should be cleaned every two months by the tenant.	Report to Property Manager	08 9550 9900
<b>General Repairs</b>		Report to Property Manager	08 9550 9900
<b>Blocked Sink/ Shower</b>	We ask that you use Draino to try unblocking before reporting it to your Property Manager	Report to Property Manager	08 9550 9900
<b>Cook Top/Oven</b>	Ensure that gas ignitors are clean & free from oil & grease build up	Report to Property Manager	08 9550 9900
<b>Temperamental Hot Water System</b>		Report to Property Manager	08 9550 9900
<b>Reticulation Issues</b>		Report to Property Manager	08 9550 9900
<b>Leaking Taps</b>		Report to Property Manager	08 9550 9900
<b>Pest Control</b>	Ants, mice, rats, cockroaches, silver fish or any other pest or insect is the responsibility of the tenant, and the owner is not obliged to pay for the treatment		
<b>Keys</b>	If you have lost keys or left them inside, this is the tenant's responsibility	Master Lock Sypher Locksmith	0400 040 838 0488 790 070

### Note:

- If you have had to call out an emergency contractor, then we ask that you email your property manager immediately to advise them what the issue was & which contractor you called out, so that they can follow up the next day.
- If you go ahead with a repair that **IS NOT** classified as an emergency, the owner is NOT obligated to pay for any expenses incurred. Additionally, if any maintenance is carried out at the property and found not to be the owner's responsibility but as fault by the tenant you will be held accountable for any expenses.
- \*\*Blocked toilet applies if there is only 1 toilet at the premises

## Loss of Power

### Safety Switch & RCD Troubleshooting Guide

There are many reasons for a power outage or electrical surge in your area including lightning strikes, car accidents, high winds, hot weather, wildlife, or technical issues.



First, check for outages on the Western Power Web Site. If no outages are listed and we are not experiencing a storm, then this leaves a problem with the wiring or appliance.

[www.westernpower.com.au](http://www.westernpower.com.au) Phone: 13 13 51

The main reason for power loss is due to overloading power points and circuits.

To help work out if the issue is to do with your appliance, follow this easy step by step guide -

1. Going room by room, unplug every appliance that is currently plugged in (even if the power point is switched off, unplug it) don't forget things like your TV, washing machine/Dryer, range hood and dishwasher.
2. Once every power point in the house is switched off and everything unplugged, go out to the meter box, locate the tripped switch, and turn it back on. If it stays on, then you have an issue with overloading a power point.
3. To locate the offending appliance, go room by room again plugging in each item & turn each item back on. It's a good idea to turn a radio on first so you can easily tell when the power trips off again. If you turn on an appliance and the power goes out again, then that appliance is the issue. Unplug it, turn the main switch back on and do not plug that appliance back in.



If the safety switch clicks off as soon as you switch it back on and you are sure there is nothing plugged in, then please call Raine & Horne during business hours, or refer to your Emergency plan for after hours.

If you hear a pop or see a flash when you try to reset the RCD – **STOP** and do not try to switch it back on. Call Raine & Horne during office hours or refer to your emergency plan for after hours Electricians.

It is very important that you follow the steps correctly. If an electrician is called and the issue is found to be one of your appliances, then you will be required to pay the call out fee.