

AFTER HOURS CONTACT

In the event of a serious problem or emergency regarding your property managed by Raine & Horne Commercial, please note the following information regarding the emergency contact details and instructions below.

An emergency is a situation that poses an immediate risk to health, life, property, or environment. In an emergency, a tenant should contact the appropriate emergency services on the number listed below.

Police, Ambulance, Fire	000
SES Assistance	132 500
Western Power	131 351
Water Corporation	13 13 75

For urgent repairs outside of normal business hours (before 8:30am – after 5:00pm Monday to Friday as well as weekends and public holidays) see details below.

Urgent repairs are those that are reasonably necessary to supply or restore an essential service or to avoid exposing a person to the risk of injury or exposing property to damage. For example: flooding, burst water service, gas leaks, sewerage leaks, or dangerous electrical faults.

Locksmith:

The tenant is responsible for all costs associated with calling a locksmith

Plumbing:

If you have no water supply in your tenancy, check with your neighboring unit to see if they have the same issue. If they do, check the premises outside for any obvious signs of a burst water pipe. If there is a burst water pipe between the water meter and the property, turn the water off at the mains. If the burst water pipe is not on the side of the property, please contact Water Corporation.

Electrical:

Damage to power lines/loss of electricity contact Synergy 13 13 53

Break Ins & Glass Damage: 13 13 44

Contact the Police and obtain a Police report (this is required for insurance claims)

For any urgent matters during normal business hours please call the numbers below and leave a detailed message with your name, return phone number, Building address and specific issue. Please also send a text if telephone is not answered

ANTHONY SPINELLA – 0422 801 819 | ANTHONY VULINOVICH – 0411 516 343

Please note that if no message is left, you will not receive a return phone call.

**If you cannot contact the above (during business hours) and the issue is an emergency, please utilise the contractors below.
Please note that there are charges for all call out costs**

- DB Complete Building Services (All services) 0415 511 889
- Jewelbic Brothers (All services) 9244 1446
- DRWA (Roller doors/gates) 9437 4436
- AMS (Air-conditioning) 9271 3733