

EMERGENCY CONTACT LIST

Steps to follow in an emergency

1. Refer to Clause 60 Residential Tenancy Act 1997 located on the back of this page and qualify problem as an urgent repair.
2. **Briefly stated, an urgent repairs is defined as having the potential to cause serious injury to a tenant or damage to property**
3. If office is closed please call our emergency mobile on 0434 550 824. If the phone diverts to message bank please ensure you leave a detailed message with a return contact number.
4. Should you not receive a return phone call within **30 minutes**:
 - (a) Check the Warranty list as provided to verify if still under warranty period. If yes, contact that authorised repairer as noted.
 - (b) If you are in a Body Corporate and a problem is on common ground, contact the Property Manager/call 6162 0681 for the Strata emergency mobile number.
 - (c) If not under Warranty or Body Corporate Responsibility call the Trades person as per the Emergency Trades person List provided.

Industry	Company	Contact
Carpets	All Seasons Chemdry	6258 6499
Carpets	Morgans	1300 362 911
Carpets	Steamatic Carpet Cleaning	0411 426 063
Electrical – Option 1	Maritex	0412 573 496
Electrical – option 2	Affinity	0414 441 134
Gas Heating	Woden Valley Plumbing	0407 212 565
Gas Heating/ Hot Water	ACTEW Gas Appliance Servicing	131 766 – Opt 2
General Maintenance	InXterior Innovations	0413 750 152
General Maintenance	Inline Maintenance	0405 420 858
Glass – Option 1	O'Brien's	1800 060 007
Glass – Option 2	Discount Glass	6253 1099
Locksmith – Option 1	Canberra Locksmiths	6285 3544
Locksmith – Option 2	Night & Day Locksmiths	6290 1938
Plumbing	Landmark Plumbing	0423 888 899
Plumbing	Edwards Valley Plumbing	0412 444 593
Roofing	Wilson Trade Services	6262 3788
Roofing	RnB Solutions	6287 1699
ACTEW	Faults & Emergencies	131093
	- Electricity	131909
	- Gas	131193
	- Water & Sewerage	132281
	- Stormwater	

IF A TENANT ARRANGES REPAIRS THAT ARE NOT IN COMPLIANCE WITH THE PRESCRIBED TERMS AND ARE NOT CONSIDERED URGENT:

THE TENANT PAYS!

Please see the reverse of this sheet for further information on urgent repairs

The Residential Tenancy Act 1997 defines urgent repairs as:

Clause 60

- 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
- a failure of gas, electricity or water supply to the premises
- the failure of a refrigerator supplied with the premises
- a failure or breakdown of any service on the premises essential for hot water, cooking, heating or laundering
- a fault or damage that causes the residential premises to be unsafe or insecure
- a fault or damage likely to cause injury to person or property
- a serious fault in any door, staircase, lift or other common area which inhibits or unduly inconveniences the tenant in gaining access to and use of the premises

Clause 59

The tenant shall notify the lessor (or the lessor's nominee) of the need for urgent repairs as soon as practicable, and the lessor shall, subject to Clause 82, carry out those repairs as soon as necessary, having regard to the nature of the problem.