

# Emergency Checklist

**URGENT REPAIRS** fall into two categories:

- 1) **ESSENTIAL SERVICES** are listed in the Residential Tenancies Regulations 1989 and include repairs to:
  - a burst water service,
  - gas leaks,
  - broken hot water system,
  - sewerage leaks or
  - dangerous electrical faults
- 2) **OTHER URGENT REPAIRS** are those that are not an essential service, but might cause damage to the premises, injure a person or cause undue hardship or inconvenience to the tenant/s, e.g.:
  - Broken refrigerator or washing machine where these are included in the tenancy.

If you do need to report urgent repairs, please contact your property manager:

**Tibs Wierobie** 0416 097 179  
**Sandie Khong** 0416 097 173  
**Sharon Lu** 0405 534 027  
**Caitlin Wiltshire** 0416 653 743  
**Suzie De Viles** 0409 474 922  
**Mari Baseley** 0405 392 478

The lessor has 24 hours to take action to contact a suitable repairer and arrange for them to fix the problem if the repair is needed to a defined essential service, and 48 hours for any other urgent repair. The repair does not need to be fixed within the time but the lessor must make an appointment with the repairer to fix the problem.

If you are not able to contact the Managing Agent within 24 hours for an essential repair and 48 hours for an urgent repair you can arrange for the repairs to be carried out by a suitably qualified repairer to the minimum extent necessary.

**AIR CONDITIONING FAULTS** are not classed as an urgent repair. If your air-conditioner does start to leak please **DO NOT** continue to use it as you will be liable to any subsequent damage.

## DAMAGE TO PROPERTY/BUILDING

If damage to the property you are renting is caused maliciously by another person please contact your local police department straight away. Please make a note of the report number as your Property Manager may ask for this for insurance purposes.

If the above steps have been followed, then contact **9474 2200**.

## LOCK YOURSELF OUT?

In the event you have locked yourself out you must call a locksmith at your own cost. Ian Hutchison Real Estate is only required to supply you with keys during 'Normal Business Hours' Monday to Friday 8.30-5.30, Sat 9-12 (not on public holidays, and some reduced hours over the Christmas & New Year period).

**Lighthouse Locksmiths 9455 3053**

**BEFORE calling the emergency service, please check you have completed the following:**

## NO POWER/ELECTRICITY

- Check power board/meter box and confirm all switches are pointed to the "on" position.
- Make sure your electricity bill is paid up to date and disconnection hasn't taken place.
- Contact [Western Power](#) on **13 13 51** and check if they are aware of any power outages in the area.
- If possible, check with a neighbour and confirm if they are experiencing the same issue.
- If your lights are working but your power points etc are NOT, then please switch off all power points throughout the entire property and unplug all appliances & whitegoods etc. Once this is done, go to your power board/meter box and make sure all the switches are 'on'. Then return inside and plug in your appliances one by one. If the power flicks off again then the last appliance plugged in is your offender. Do NOT continue to use this appliance as it is faulty.

## NO HOT WATER

- Check power board/meter box and confirm all switches are pointed to the "on" position.
- Make sure your electricity or gas bill is paid up to date and disconnection hasn't taken place.
- Contact [Alinta Energy](#) on **13 13 58** and check if they are aware of any gas outages in the area.
- If you have a gas hot water system, please ensure the pilot light is lit at all times. It is a good idea to familiarise yourself with how your system operates early on in the tenancy.

## RUNNING TAP/BURST PIPE

- If a washer has given way and your taps are beyond a leak, please turn your water off at the mains which is generally located somewhere on your front verge/nature strip.
- If a pipe has burst, please turn the main water supply off immediately.

## GAS LEAK

- If there is an overpowering gas smell at a property, please locate the main gas supply in the meter box/power board and turn off supply immediately.

## ELECTRICAL FAULT

- If an electrical fault happens during your tenancy and there are live wires or a fire started by a fault, please call the fire department IMMEDIATELY.

## STORM DAMAGE

- If at any time you experience damage during a storm, if the damage is severe and life threatening, please contact the [State Emergency Service](#) (SES) on **13 25 00**.
- After you have contacted the relevant bodies e.g. western power & SES, call **9474 2200** to report it to us for actioning repairs.