

EMERGENCY PLAN FOR TENANTS

Office Hours: Monday – Friday: 8.45am – 5.15pm
Saturday: 9.00am – 12noon

Contact Details For: Jones Ballard Property Management Department
Office Phone: 08 9474 1533
Fax Number: 08 9474 1302

Your Property Managers email address: firstname.lastname@jonesballard.com.au

or

Enquiries: enquiries@jonesballard.com.au

For maintenance forms: <http://www.jonesballard.com.au/maintenance.aspx>

The following situations are NOT classified as emergency repairs and MUST wait until the next working day to be reported to the office:

- Blocked toilet (when there is a second unblocked toilet on the premises)
- Stove/oven not working
- General repairs and maintenance
- Blocked pipes, shower, kitchen or laundry sinks
- Hot water system going hot & cold
- Trouble with reticulation
- Leaking/dripping taps
- Appearance of mice/rats/cockroaches/ants/other pests
- If your fence blows down

Lost Keys or Keys Locked Inside House

If it is during business hours you may contact your Property Manager to borrow the office keys, you must provide identification when collecting and they must be returned on the same day.

If it is outside of office hours you may contact a locksmith directly, however the tenant is responsible for payment of the account.

EMERGENCY PROCEDURE

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. Your Property Manager can only guarantee to be contacted during normal business hours (8.45am – 5.00pm Monday to Friday). Therefore if you are faced with an emergency situation, and are unable to contact your Property Manager, listed below is information on items that are classified as an emergency situation and instructions on how to deal with that emergency without the assistance from Jones Ballard.

Break-in or Damage to Glass

1. Contact Police, lodge a report & note the Police report number
2. Contact Premier Glass on 9470 3118 for 24hr emergency service to replace glass or secure the property
3. Report to Property Manager the next working day with the Police Report Number. Without obtaining the Police Report Number the cost of replacing the glass will be invoiced to you.
4. If the glass breakage is the result of an act attributable to yourself, you may call the glazier to repair, however you are responsible for payment of the invoice.

Hot Water System Stops Working After Hours

1. If it is a gas hot water system, check that the pilot light is off and follow the system instructions to attempt to relight.

For a Gas hot water emergency call 7 Star Plumbing on 0428 220 302 or Browns Plumbing on 9330 5786

For an Electric hot water emergency call Get Connected on 0421 663 674

For a Solar hot water emergency call Edwards Hot Water on 1300 132 949

Gas Leak Inside the Property

1. Shut the gas emergency control valve in the meter box. If the smell of gas is inside open all doors and windows to the outside
2. Please contact our recommended Plumber **7 Star Plumbing on 0428 220 302 or Browns Plumbing on 9330 5786**
3. Next business day contact Property Manager and report issue, report to be in writing to Property Manager

Gas Leak Outside the Property

1. Turn off the gas emergency control valve in the meter box
2. Ring Alinta Gas 24hr on 13 13 52

Electrical

No Power

1. Contact Western Power on 13 13 51 and ascertain if fault in area
2. Unplug all appliances and check them one at a time until faulty appliance found
3. Next business day contact Property Manager and report the issue, report to be in writing

No Lights

1. Turn off all lights, re-engage trip/RCD Switch, turn on lights one at a time until faulty light is found
2. Next business day contact Property Manager and report the issue, report to be in writing

Electrical Problem That May Cause Harm to the Tenant

Please contact our recommended Electricians, **Get Connected on 0421 663 674 or DB & B Electrical on 0409 690 851**

Burst Water Pipe

Turn the water off at the mains immediately then contact **Water Corporation on 13 13 75**

Power Lines Fallen Down

Call **Western Power** immediately on **13 13 51**

Impact to Building by Vehicle

1. If injury to another person call an ambulance on **000**
2. Take details of driver and vehicle
3. Call the police and obtain a police report number
4. Call SES (State Emergency Service) on **1300 130 039**

Severe Storm Damage

1. If injury to another person call an ambulance on 000
2. Call SES (State Emergency Service) on 1300 130 039
3. If there are any burst water pipes, call the plumber listed above and turn the water off at the mains
4. If there is any electrical damage, call the electrician listed above and turn the power off at the mains.
5. If there is structural damage to the house, flooding or electrical problems, do not stay in the house.

Please note that if you go ahead with a repair that IS NOT classified as an emergency, the owner is NOT obliged to pay for any expenses incurred.