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# EMERGENCY PLAN

*for tenants*

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## **JONES BALLARD PROPERTY MANAGEMENT DEPARTMENT**

Office Hours: Monday – Friday 9:00am – 5.00pm

Office: 08 9474 1533 • Fax: 08 9474 1302

Your Property Managers email address: [firstname.lastname@jonesballard.com.au](mailto:firstname.lastname@jonesballard.com.au)

or

Enquiries: [enquiries@jonesballard.com.au](mailto:enquiries@jonesballard.com.au)

Maintenance Forms: <https://jonesballard.info/maintenance>

## ALL MAINTENANCE REQUESTS MUST BE IN WRITING

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

## 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 be contacted during normal business hours (9.00am – 5.00pm Monday to Friday). Therefore, if you are faced with an emergency situation, and you 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 9361 9736 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

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 one of the following:**

On Tap Plumbing & Gas on 1800 882 249

Plumbing Bros on 6263 0500

**For an electric hot water emergency call:**

Get Connected on 0421 663 674

Acetek Electrical on 0422 657 599

**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 On Tap Plumbing on 1800 882 249 or Plumbing Bros on 6263 0500
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
- If there are no faults in the area/no faulty appliances and you are unable to restore power then contact our recommended emergency electricians

Get Connected on 0421 663 674 or Acetek Electrical on 0422 657 599

**Electrical • 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
- If fault cannot be found and lights cannot be restored then contact our recommended emergency electricians: Get Connected on 0421 663 674 or Acetek Electrical on 0422 657 599

**Electrical Problem That May Cause Harm to the Tenant**

Please contact our recommended Electricians:

Get Connected on 0421 663 674 or Acetek Electrical on 0422 657 599

### **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 one of the plumbers listed above and turn the water off at the mains
4. If there is any electrical damage, call one of the electricians 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.**