



Phone: 9208 1999

EMERGENCY PROCEDURES

GAS

GAS LEAK INSIDE PROPERTY BOUNDARY

Step 1: DO shut the gas emergency control valve in the meter box. If the smell of gas is inside DO open all the doors and windows to the outside.

Step 2: Ensure that gas appliances have not been left on by mistake without ignition

Step 3: If the smell does not clear, shut off the gas to the property at the mains

Step 4: Next business day contact property manager and report issue, report to be in writing to property managers email address for same day action.

GAS LEAK OUTSIDE PROPERTY BOUNDARY

Step 1: DO shut the gas emergency control valve in the meter box

Step 2: DO ring Alinta Gas 24hr 13 13 58

FIRE

Step 1: DO shut the gas emergency control valve located in the meter box, if safe to do so

Step 2: DO call Fire Services - 000

FALLEN POWER LINE

Step 1: Contact Synergy immediately on 1800 622 008 or Western Power 131 351

Step 2: Next business day contact your property manager and report issue, report to be in writing to property manager's email for same day action.

BREAK-IN

Step 1: Contact police and lodge a report

Step 2: Contact O'Brien Glass 131 616 for 24hr emergency service to replace glass or secure property

Step 3: Next business day contact your property manager and report issue, report to be in writing to property manager's email for same day action.

PLUMBING

MAJOR WATER LEAK

Step 1: Turn off mains water, mains water location contact Water Corp 131 375

Step 2: Take action to soak up excess water

Step 3: Next business day contact property manager and report issue, report to be in writing to property manager email address for same day action

LEAKING HWS

Step 1: Turn off HWS tap and/or mains water

Step 2: Next business day contact property manager and report issue, report to be in writing to property manager email address for same day action

ELECTRICAL

NO LIGHTS AND NO POWER POINTS

Step 1: Check/ re-engage trip/RCD switch

Step 2: If problem persists, contact Western Power 131 351 and ascertain if fault in area

Step 3: Next business day contact property manager and report issue, report to be in writing to property manager email address for same day action

NO POWER POINTS

Step 1: Check/ re-engage trip/RCD switch

Step 2: Unplug all appliances and check them one at a time until faulty appliance found

Step 3: If problem is not fixed, contact Western Power 131 351 and ascertain if fault in area

Step 4: Next business day contact property manager and report issue, report to be in writing to property manager email address for same day action

NO LIGHTS

Step 1: Check/ re-engage trip/RCD switch

Step 2: If problem persists, contact Western Power 131 351 and ascertain if fault in area

Step 3: Next business day contact property manager and report issue, report to be in writing to your property managers email address for same day action

If you have made attempts to remedy urgent maintenance with the above troubleshooting guide and still have an issue, please call (not text) our **after-hours emergency number on: 0499 113 680**

If you have contacted our emergency number & not received a response in a reasonable amount of time, only then can you contact the below listed contractors for assistance.

EMERGENCY CONTACT NUMBERS

- Alinta Gas: 13 13 58
- Kleenheat Gas: 13 21 80
- Synergy: 13 13 53
- Police: 13 14 44
- **Life Threatening Emergency: 000**
- Dorrington (**Plumbing & Electrical**): 0419 833 982
- iCheckit (**Plumbing & Electrical**): 0406 920 021
- SES (State Emergency Services): 132 500
- Lighthouse Locksmiths 9455 3083

Email contacts:

- Michelle Brittain michelle@abelproperty.com.au
- Tracey Harrison tracey@abelproperty.com.au
- Ashleigh Radmore ashleigh@abelproperty.com.au
- Jamie-Lee Scatena jamie-lee@abelproperty.com.au
- Janelle Aylmer rentalsleederville@abelproperty.com.au

Please note that if you go ahead with a repair and it is NOT classified as an emergency, the Lessor is NOT obligated to pay for any expenses incurred.

**Abel Property Leederville
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