

EMERGENCY MAINTENANCE PROCEDURE

The following Essential services are listed in the Residential Tenancies Regulations 1989 and include repairs to:

- a burst water service
- gas leak
- broken hot water system
- sewerage leak
- dangerous electrical faults

If you have an emergency maintenance item at the property you're tenanting then the procedure is as follows:

Contact our main office number (08) **9358 0011**.

Our office hours are: 9:00am – 5:30pm Monday to Friday and 9:00am – 12:00noon Saturday. After hours emergencies the contact number is the same (08) **9358 0011**.

After hours is monitored by an answering service that will forward the details and your contact number to the Property Manager on call.

The details we require in the message are your name, phone number, property address and the nature of the emergency maintenance.

Please note that calling and not leaving a message does not constitute as contacting our after hours' Property Manager for assistance.

Also emailing the business under these circumstances does not constitute as contact as the emails are not manned on the weekend or out of office hours.

If you employ a tradesperson to attend to your emergency you may be held responsible for their account and the owner may or may not be liable for any reimbursement.