

If you have an emergency repair during business hours, you **MUST** phone through the details to our agency as soon as you become aware of the situation. The agency will arrange trades to attend on your behalf and will provide these trades with direct contact details for you.

WHAT IS AN EMERGENCY REPAIR?

- A burst water service or serious water service leak
- A broken or blocked toilet if there are no other usable toilets
- A serious roof leak
- A gas leak
- A dangerous electrical fault
- Flooding or serious flood damage
- Garage door fault
- Serious storm, fire or impact damage
- A failure of the gas, electricity or water supply

- A failure of an essential service or appliance
- Damage that renders the property unsafe or insecure
- Damage likely to injure a person, damage premises or unduly inconvenience the resident
- Serious fault in stair case, lift or other common area that unduly inconveniences a resident in gaining access or using the premises
- Fault which leaves the property unsecurable. i.e. you can't manually close the garage door or secure the property.

WHAT TO DO:

If an emergency situation arises outside of business hours (including public holidays), the following procedure applies:

1. Contact the appropriate trade from the list below and explain the situation in as much detail as you possibly can, arrange for the trade to attend to the repairs
2. Send an email to your property manager with a detailed explanation of the situation and any action that has been taken.

As a tenant, you may arrange for a suitably qualified person to make the emergency repairs if you have not been able to make contact with the agent or the nominated repairer to notify them of the need for an emergency repair or if the repairs are not made within a reasonable time frame after notice is given.

If your situation is NOT classed as an emergency repair and a tradesman is called out to attend, the invoice will be forwarded to you for payment. Any general maintenance issues need to be reported through the tenant portal or in writing to your property manager to be dealt with.

24hr EMERGENCY CONTRACTORS

Townsville Electrical & Appliance Repairs
Convenient Plumbing
Thuringowa Locksmith
Micks Garage Doors
NQ Glazing

CONTACT DETAILS

0438 666 632
0407 010 435
0417 762 883
0410 341 900
0402 295 798