

## **AFTER HOURS EMERGENCY**

### **What Tenants need to Know**

An emergency is a serious, unexpected, or dangerous situation requiring immediate action. Any situation posing an immediate threat to your health, the environment, or that may cause further damage to the property if left unattended, is considered an emergency.

#### **WHAT IS AN EMERGENCY:**

- Burst water services or flooding
- Broken hot water system
- Blocked sewerage
- Gas leaks
- Serious Roof Leaks
- Electrical faults causing damage or endangering lives
- Lift Faults (for apartment buildings)
- Damage caused by storms, fire or flood
- Burglary

#### **THE FOLLOWING ARE NOT CONSIDERED EMERGENCIES:**

- Blocked toilet (if there is more than one toilet at the property)
- Stove or oven not working
- Blocked pipes, shower or sinks
- Hot water system going hot and cold
- Leaking taps
- Faulty TV reception - antenna problem

These issues will of course require our prompt attention during normal working hours.

**In the event of an emergency at your property, please refer to the following emergency guide before you call the Roger Davis emergency phone number:**

#### **LOSS OF ELECTRICITY**

If you lose power, please make sure by checking your switchboard that the safety switch has not switched to the 'off' position. This will happen if you have a faulty electrical appliance. If this happens, unplug all appliances and then plug them in one at a time until you find the faulty appliance. Check that there is not a black out or local maintenance being carried out by your electricity supplier before requesting an emergency repair.

#### **BURST WATER PIPE**

Turn water off at mains. The mains tap is usually located at the front of the property. Then call and leave a message on the Roger Davis emergency number.

If there is leaking on the road side of the water meter, call the emergency number on your water bill immediately.

### **BLOCKED TOILET AND SEWERAGE OVERFLOWING**

If there is only one toilet on the property and it is unable to be used at all, you can call a 24-hour plumbing service.

If the toilet is leaking you can turn the tap off on the side of the toilet.

If there are 2 toilets, please use the only working toilet and report the problem to our office during business hours.

### **GAS HOT WATER SYSTEM IS NOT WORKING**

Check pilot light to see if it is on. If it is not on, please re-light. If you don't know how to do this the instructions are on the inside panel of the hot water system. Google is also a great resource.

### **ELECTRIC HOT WATER SYSTEM IS NOT WORKING**

Check that all switches are turned to ON in the electrical switchboard. If they are not switched on, please switch them back on and check if the hot water system is now working. Remember that an electric hot water service takes time to heat and it is likely to be set to heat up over night.

### **GAS LEAK/SMELL OF GAS**

If you smell gas and suspect a gas leak call the emergency number on your gas bill.

### **FIRE**

Leave the house immediately and call 000

### **BREAK IN, ROBBERY AND OR DAMAGE TO GLASS**

Contact the police on 000 or 131 444 and file a report. You will need to obtain a police report number. If a police report number is not available to the landlord for insurance purposes, the tenant may be liable for the cost of the repair.

Note: the Landlord pays for building insurance. It is up to the tenant to arrange and pay for contents insurance.

### **LOCKED OUT OF THE HOUSE**

You will need to call a locksmith to help you back into the property. You will be responsible for all costs and will be required to provide to the office with a new key if the barrel is changed.

### **STORM DAMAGE/FLOODING/SERIOUS ROOF LEAKS**

Contact the State Emergency Service on 132 500 for urgent assistance.

If your roof is leaking please remember that due to Health and Safety regulations a tradesman cannot go up onto the roof until the storm has passed and it has stopped raining. In the meantime, you will need to use towels and buckets to collect the water.

### **EMERGENCY CONTACT DETAILS**

**The Roger Davis Pty Ltd emergency phone number is 0409 000 171.**

**This phone is attended by a Property Manager from our office. Leave a message, and your call will be answered between 9 am to 9 pm.**

NOTE: If a tenant organises a trades person to attend to any repairs that DO NOT fall under the category of an emergency repair, all costs will be the responsibility of the tenant including call out fees and service charges.