

## Urgent Repairs & After Hours Maintenance Request

Should the need for an urgent repair arise after hours, on the weekend or public holidays and they match the below list as defined in the Residential Tenancies Act 1997, please contact the appropriate tradesperson listed below.

Our team are unable to assist with lost keys or accidental lock outs and a locksmith must be contacted at your own expense if this occurs outside of business hours.

Anything on this list is legally defined as an urgent repair:

**Please note that if you go ahead with a repair that IS NOT classified as an emergency, the owner is NOT obligated to pay for any expenses incurred. Additionally if any maintenance is carried out at the property and found not to be the owners responsibility but as fault by the tenant you will be held accountable for any expenses.**

- burst water service
- blocked or broken toilet system
- serious roof leak
- gas leak
- dangerous electrical fault
- flooding or serious flood damage
- serious storm or fire damage
- an essential service or appliance for hot water, water, cooking, heating, or laundering is not working
- the gas, electricity or water supply is not working
- a cooling appliance or service provided by the rental provider is not working
- a safety-related device, such as a smoke alarm or pool fence, is not working
- an appliance, fitting or fixture that is not working and causes a lot of water to be wasted
- any fault or damage in the property that makes it unsafe or insecure, including [pests, mould or damp](#) caused by or related to the building structure
- a serious problem with a lift or staircase.

**Please contact Detector Inspector for emergency service, see their website below**

For Smoke Alarm, Gas, Plumber and Electricity

1800 173 828 Detector inspector

1300 134 563 DETECTOR INSPECTOR

[www.detectorinspector.com.au](http://www.detectorinspector.com.au)

\*\*\*Your property is protected by Detector Inspector and is paid

by the owner already for emergency service, **Free of Charge**

Please wait Detector Inspector to reply you first, because they are free of charge. If you contact other company, it is not free of charge.

## Other information you may be interested in by your own cost:

### Break Ins

Victoria Police 03 8851 1111

### Glazier

Seca Glass 9753 3047

If the glass breakage is the result of an act attributable to yourself, you may call a glazier to repair the broken glass but the cost of the repair will be at your own expense.

### Water Faults/Outages

Yarra Valley Water 132 762

South East Water 132 812

City West Water 132 642

Hot water system stops working

If your property has a gas hot water system, check that the pilot light is on. If it is after hours and you cannot contact your property manager, please contact one of the following contractors:

Gas hot water system:

- Central Property Maintenance Services 0425 862 188
- M & F Plumbing - [0431 443 885](tel:0431443885)
- Detector inspector - 1300 134 563

Electrical hot water system:

Please note if the issue is a leak please call one of the above stated plumbers.

Electrical problem that may cause harm to tenant

You may contact the below electrician:

- Central Property Maintenance Services 0425 862 188
- LocalPro Electrical Emergency 24/7 Melbourne [1800 747 547](tel:1800747547)

Lost keys or locked inside the property

You may contact a locksmith directly however this is at your own cost. If you lose or lock your keys inside the property during business hours you may come and collect our office set of keys to allow you access to the property. These keys must be returned to our office as soon as possible. Please do not contact your property manager after hours if you have locked yourself out of the property. Below is our recommended locksmith:

- Zeming 0410974734
- Locksmith [0444 592 130](tel:0444592130)

Severe storm damage or severe damage to the property

In the case of severe storm damage OR severe property damage please take the following steps:

If anyone is injured please call an ambulance on 000.

If there are any burst water pipes at the property please turn the water off at the mains and call one of the below recommended plumbers.

- Central Property Maintenance Services 0425 862 188

- M & F Plumbing - [0431 443 885](tel:0431443885)

If there is any urgent electrical damage please turn the electricity off at the mains and call the below electrician.

- Central Property Maintenance Services 0425 862 188

- LocalPro Electrical Emergency 24/7 Melbourne [1800 747 547](tel:1800747547)

If there is structural damage to the property, electrical problems or flooding, we recommend you do not stay at the property. The property manager will contact the building insurer the next working day, who will send an assessor and attend to any structural repairs.

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