

vivian's

REAL ESTATE

AFTER HOURS EMERGENCY PROCEDURE



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Welcome

Congratulations!

Very soon you will be moving into your new rental property, but before that we just need to cover over some general housekeeping with you to make sure your time with Vivian's is as easy as possible.

Enclosed in this book is everything you need to know should an emergency arise after hours, please keep this book at hand, however, you can also find this on our website at:
viviansealestate.com.au/emergency-procedure

The suburb and your homes location within it, especially with reference to schools, parks and shops.

The replacement cost of the improvements and an estimate of depreciated value based on age and condition.

The quality of the construction and standard of internal finishes.

Features of the home including ceiling heights, room sizes and specific points of difference compared to the current market.

The visual experience from the street and garden landscapes surrounding the property.

Recent sales of comparable properties within the relevant area.

Other properties currently for sale in direct competition.

Warm regards,

The Team at Vivian's Real Estate

REPORTING NON-URGENT AND URGENT MAINTENANCE

All maintenance must be reported in writing and authorised through this office. Please do not leave repairs to the last minute to report as most tradespeople finish work between 4:00pm and 4:30pm. If you experience a blocked drain at 7:30am and don't make a report until 4:00pm, please understand that it may not get cleared until the next day. Should our tradespeople report a call that was not of an urgent nature, the after-hours service fee will be payable by you. If you call a tradesperson without first making every effort to contact our office, you may be liable for payment of their invoice.

WHAT TO DO WHEN AN AFTER HOURS EMERGENCY ARISES

In the event of a maintenance emergency we have implemented the following:
Contact **0499 086 679**.

Should there be no answer please leave a voicemail with the following information:

- Your name
- Your property address
- Nature of the emergency

Accompanying this please also send a text message with any photos so that we can forward it on to the contractor to arrange for urgent repairs.

Upon moving into the property, we advise that you familiarise yourself with the Electrical Switchboard/RCD's, Gas and Water Main, so that you know where these are located within your property in the event of an emergency.

We have also listed a few of our contractors who will deal with emergencies after hours. (Located on the back page of this document.)

Please remember, if you engage a tradesperson without consulting with your Property Manager, you may be responsible for payment of the invoice should the matter be deemed as a non-urgent maintenance issue. For more information on what is deemed a non-emergency, please see below:

EMERGENCIES THAT REQUIRE IMMEDIATE ACTION

- Provision of power/electrical safety
- Provision of water
- A blocked toilet where there is only one in the property, and burst pipes
- Loss of the roof or collapse of the ceiling

Electrical

What Should I Do First?

Before reporting an electrical emergency to your Property Manager there are a few steps that you can try that may fix the problem first. Please check the Synergy website, see if there is a power outage in the area. <https://westernpower.com.au/faults-outages/power-outages-map/> Check that your RCD's are in the on position. If the above steps do not help to resolve your problem, then the next action would be to contact your Property Manager.

TYPES OF ELECTRICAL EMERGENCIES

- No power to the property (Do always check Synergy for power outages first)
- Hot Water System had stopped working

EMERGENCY CONTACT

Please note the below contact is only to be contacted in the event of an emergency, however, if it is decided that the above steps have not been taken you could be liable for the invoice.

Electrician

Fortis Group
0401 753 696



Gas and Water

GAS LEAKS AND BURST WATER PIPES

In the event of a gas leak or burst water pipe the first thing to do is turn off the gas or water supply.

What Should I Do First?

GAS

For gas, you can turn this off from your gas meter box, this is usually located (for apartments) either on the ground floor or outside of your complex, for houses this is inside your gas meter box always on the outside of your property.

WATER

For water (apartments) normally have an isolation tap present inside the unit; this can normally be found in the bathroom and for a house the water meter can be found normally to the front of the property.

NO WATER TO YOUR PROPERTY

Please check the Water Corporation website, as water outages will be listed on here. Burst pipes in the local area or maintenance work being done to the complex may result in water being turned off for a short period. Please note that the Water Corporation can have some delays with updating outages.

<https://www.watercorporation.com.au/faults/check-for-water-outages>

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TYPES OF GAS AND WATER EMERGENCIES

- Hot Water System has stopped working
- Toilet is not working (and you only have one toilet to the property)
- Flooding to the property

EMERGENCY CONTACT

Please note the below contact is only to be contacted in the event of an emergency, however, if it is decided that the above steps have not been taken you could be liable for the invoice.

Plumbing and Gas

No Probs Plumbing

0439 190 363



Damage and Danger



BREAK IN'S AND DAMAGE TO GLASS

- Contact the Police and report the damage, please ensure you obtain a police report number to provide to the office for insurance purposes. Without a report number, the cost of replacing the glass may be liable to be payable by you.
- After approval from your Property Manager, you may contact the tradesmen as listed below.
- If the glass breakage is the result of an act attributable to yourself, you may contact the glazier to repair the broken glass however the payment of the invoice must be made by yourself.

EMERGENCY CONTACT

Please note the below contact is only to be contacted in the event of an emergency, however, if it is decided that the above steps have not been taken you could be liable for the invoice.

Glass Repairs

Prompt Glass
0403 197 423

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SEVERE STORM DAMAGE

- Always attempt to contact your Property Manager.
- Call SES (State of Emergency Services) on **1300 130 039**.
- If there is an injury to a person due to the damage, contact the Police or Ambulance on **000**.
- If there is any electrical damage, turn off the power immediately and contact our electrician as above.
- If there is any structural damage to the house such as flooding or electrical problems, do not stay in the house.
- Your Property Manager will contact the building insurer on the next working day they will send an assessor and attend to any structural repairs.

FALLEN POWER LINES

Please call Western Power immediately, stay as far away from the power lines as possible.

EMERGENCY CONTACT

Please note the below contact is only to be contacted in the event of an emergency, however, if it is decided that the above steps have not been taken you could be liable for the invoice.

Western Power
131 351

Lost Keys or Locked Out

KEYS

If you lose your keys or lock them inside the property during business hours, you may use the spare set at the office by providing some identification. After hours you must engage a locksmith at your own cost. You may contact a locksmith directly; however, you the tenant are responsible for payment for the account.

EMERGENCY CONTACT

Please note the below contact is only to be contacted in the event of an emergency, however, if it is decided that the above steps have not been taken you could be liable for the invoice.

Locksmith

Joes Mobile Lock Service
0419 985 841



What's Not an Emergency

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The following situations are NOT classed as an emergency, general repairs MUST wait until the next working day to be attended to by the office, however your Property Manager should be notified ASAP.

- Blocked toilet (when there is a second toilet at the property)
- Stove/oven not working
- General repairs and maintenance
- Blocked pipes, shower, kitchen sink
- Hot water system going hot and cold
- Trouble with reticulation
- Leaking taps
- Air conditioners that have stopped working after hours
- Pest control e.g. ants, mice, rats etc.

PLEASE NOTE THAT IF YOU GO AHEAD WITH A REPAIR THAT IS NOT CLASSIFIED AS AN EMERGENCY THE OWNER IS NOT OBLIGED TO PAY FOR ANY EXPENSES INCURRED.

ELECTRICIAN

Fortis Group
0401 753 696

PLUMBING AND GAS

No Probs Plumbing
0439 190 363

GLASS REPAIRS

Prompt Glass
0403 197 423

LOCKSMITH

Joes Mobile Lock Service
0419 985 841

EMERGENCY NUMBERS

Police
000

Ambulance
000

SES
1300 130 039

Western Power
131 351



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