

## **What to Do If You Can't Reach Us**

In the event that you can't reach us and your repairs are urgent, you can have **minimum** repairs made to the property by a qualified tradesperson if you haven't been able to reach us within:

- 24 hours for emergency repairs
- 48 hours for urgent repair

## **What If I Lose My Keys?**

If you lose your keys, remotes or FOBS and can't gain access to your property, during our normal working hours (Mon-Fri between 9am and 5.00pm), we can help you by providing a temporary set.

If this situation occurs after our office hours, you can still contact our office and check if one of our staff members would be able to assist you. Otherwise, you would need to contact a qualified locksmith to help you to get you inside. Please note that this is counted as a tenant expense.

Recommended locksmith: Joe's Mobile Lockservice 0419985841

## **Emergency Services and Utility Provider Contact Information**

If your situation is an emergency and you can't get hold of us, please contact the relevant body below:

### **Emergency services**

Fire or life-threatening emergencies dial	000
SES emergency assistance	132 500
DFES emergency information	13 3337

### **Key Utility Providers**

Western Power	Phone: 13 13 51 (faults/emergencies only)
Synergy	Phone: 13 13 53 (connections)
Water Corporation	Phone: 13 13 75
Alinta Gas	Phone: 13 13 58
Kleenheat	Phone: 13 21 80

### **Recommended Tradespeople Contact Information**

Here is the contact information for our experienced team of recommended tradespeople:

#### **Electrician**

Lumos Electrical Pty Ltd - Office 6120 1982 – Emergency 24 Hour Service 0402 604 363  
GA Kelly Electrical – Gerry 0406 966 074

#### **Plumbing**

Plumbcare WA - Olly 0405 476 798  
Xpress Plumbing and Gas – Duncan 0417 185 940

**Glazier** Premier Glass & Mirrors – 9361 9736 office 0413 052 594 mobile

## General Maintenance

It is very important to contact your Property Manager and report any maintenance or repair issues as soon as they occur. A minor leaking tap can very quickly become a more serious problem.

Matters concerning general maintenance should be emailed to your Property Manager. General maintenance matters will not be attended to after hours.

## Emergency Repairs

The following cases are considered Emergency Repairs under the Residential Tenancies Act 1987:

- A burst water service (we suggest you turn the water off at the mains, contact the Water Corporation and a licensed plumber if necessary)
- A burst hot water service
- A sewerage blockage
- A broken sewerage fitting
- A serious roof leak
- A gas leak
- A serious electrical fault likely to cause damage to property or to endanger human life
- Flooding
- A fault in a lift in the rented premises. (*contact Strata Management*)
- Substantial damage caused by flooding, storm or fire
- You have been broken into or an attempted break-in has occurred and the property is no longer secure.

Please note that the pilot light on a hot water system, lost keys, broken washing machine (in furnished properties), stove/oven not working, trouble with reticulation, leaking taps or broken air-conditioner will not be dealt with by the after-hours emergency service.

For **Emergency Repairs OUTSIDE OFFICE HOURS** please call **08 9474 3222** follow the prompts.

We ask that you exercise courtesy and consideration when using this emergency service.

## What's Classed as An Urgent Repair?

An urgent repair is defined as any fault or breakage that:

- Exposes a person to risk of injury
- Exposes the property to damage
- Causes the tenant undue hardship

At Sardelic Real Estate, your safety is of paramount concern to us. If you think that you require urgent repairs, please get in touch with your property manager immediately so we can arrange repairs within 48 hours.