



EMERGENCY PLAN FOR TENANTS

Sometimes you may be faced with an emergency situation. An emergency is defined as something that may harm someone, cause damage or undue hardship, or may cause further damage to the property if left unattended. **Our Property Manager's can only guarantee to be contacted during working hours.** Therefore if you are faced with an emergency situation, **PLEASE CONTACT OUR DEDICATED MOBILE AND EMAIL ADDRESS** listed below.

Please note the Residential Tenancies Act states the tenant shall notify the lessor/agent as soon as practicable about the urgent repair and the lessor shall ensure the repairs are carried out as soon as practicable.

The Lessor has the right to be notified and be able to arrange the repair, (this does not mean completed to be fixed) within 24/48 hours.

CONTACT NUMBERS FOR ALL AFTER HOURS EMERGENCIES ARE

EMAIL: maintenance@marketplacerealty.com.au

MOBILE TELEPHONE: 0423 220 990

For all maintenance during normal business hours

**Office Hours: Monday to Friday 8.30am-5.00pm
08 9349 5111**

Break In & Damage to Glass

1. Contact the Police and report the break in.
2. The Police will give to you a Police Report number – you must report this **WHEN YOU CONTACT EMERGENCY NUMBER AND OR EMAIL.**
3. Without obtaining the Police Report number, the cost of replacing the glass **MAY** be invoiced to you.
4. If there is any other damage to the property besides glass damage, this must be reported to your Property Manager **AS SOON AS PRACTICABLE.**
5. If the glass breakage is the result of an act attributable to yourself, you may call the glazier **WE RECOMMEND** to repair the broken glass, however payment of the invoice must be made by yourself.
6. The owner **WILL NOT** pay for the glass account **UNLESS** you have obtained a Police Report number.

Hot Water System Stops Working

1. If it is a gas hot water system, check that the pilot light is on.
2. Check with Alinta Gas there are no disruptions to the supply of gas in the area.
3. If your Hot Water System is Electric, check with Synergy that the supply of electricity to the area has not been disrupted.
4. Check the Electric Hot Water System Fuse/RCD in the meter box to see if still on.
5. Once the above has been carried out and you still have a problem, contact the emergency contacts.

Gas Leak

Turn off your gas at the mains immediately.

CONTACT THE EMERGENCY NUMBER IMMEDIATELY

Electrical Problem That May Cause Harm To The Tenant

Do not venture near the source of the electrical problem

CONTACT THE EMERGENCY NUMBER IMMEDIATELY

Burst Water Pipe

Turn the water off at the mains immediately.

WATER CORPORATION 13 13 85

CONTACT THE EMERGENCY NUMBER IMMEDIATELY

Power Lines Fallen Down

Do not venture near the power lines.

Call **Synergy** immediately on **13 13 51**

Lost Keys Or Keys Locked Inside The House

You may contact a locksmith directly, however, the tenant is responsible for paying the account directly to the locksmith. If you lose your keys or lock them inside during business hours, you may use the office keys a deposit of \$50.00 will be required. The keys must be returned within one (1) hour from obtaining them.

Please do not contact your Property Manager out of business hours if you have locked yourself out of the property, or if you have lost your keys. The Property Manager is not available to attend the office or your property to organize keys after hours.

Impact To Building By Motor Vehicle

This is a tragic emergency situation.

Immediately take the following steps:

1. If there has been a personal injury, call an ambulance on **000**.
2. Call the Police and obtain a police report number.
3. If the property is open to the elements, call SES (State Emergency Service) on **1300 130 093**.
4. If there are burst water pipe/s, **turn off the water at the mains**.
5. If there is any electrical damage, **turn off the power at the mains**.
6. If there is structural damage to the house, flooding or electrical problems, **DO NOT STAY IN THE HOUSE**.
7. Inform your Property Manager of the Police Report number. Your Property Manager will contact the building insurer as soon as practicable who will send out an insurance assessor and attend to any structural repairs.

Severe Storm Damage

This is a tragic emergency situation.

Immediately take the following steps:

1. If there has been a personal injury, call an ambulance on **000**.
2. If the property is open to the elements, call SES (State Emergency Service) on **1300 130 093**.
3. **1300 130 093**.
4. If there are burst water pipes, **turn off the water at the mains**.
5. If there is any electrical damage, **turn off the power at the mains**.
6. If there is structural damage to the house, flooding or electrical problems, **DO NOT STAY IN THE HOUSE**.
7. Inform your property Manager of the damage. Your Property Manager will contact the building insurer the next business day who will send out an insurance assessor and attend to any structural repairs.

Severe Damage to Property (Explosion of Collapsed Ceilings)

This is a tragic emergency situation.

Immediately take the following steps:

8. If there has been a personal injury, call an ambulance on **000**.
9. If the property is open to the elements, call SES (State Emergency Service) on **1300 130 093**.
10. If there are burst water pipes, call the plumber listed on the previous page and **turn off the water at the mains**.
11. If there is any electrical damage, call the electrician listed on the previous page and **turn off the power at the mains**.
12. If there is structural damage to the house, flooding or electrical problems, **DO NOT STAY IN THE HOUSE**.

13. Inform your property Manager of the damage. Your Property Manager will contact the building insurer as soon as practicable, who will send out an insurance assessor and attend to any structural repairs.

The following situations are classified as an emergency repair, under Section 43 of the Residential Tenancies Act

URGENT REPAIRS (S.43)

Essential Services for the purpose of Section 43 of the Act:

- **Blocked or broken toilet; if it is the only remaining functioning toilet on the premises**
- **Blocked or broken sewerage system**
- **Burst water service (water mains)**
- **A serious roof leak**
- **A gas leak**
- **A dangerous electrical fault**
- **Flooding or serious flood damage**
- **Serious storm, impact or fire damage**
- **A failure of gas, electricity or water supply to the premises that is not a direct result of a fault that is the responsibility of the utility provider**
- **The failure or breakdown of any service essential for hot water.**
- **The failure of a refrigerator supplied with the premises**
- **A fault or damage likely to cause injury to person or property**
- **A serious fault in any door, staircase, lift or other common area that inhibits or unduly inconveniences the tenant in gaining access to and use of the premises**

Note regarding Pest Control:

Problems with ants, mice, rats, cockroaches, flies, spiders, silverfish, earwigs etc requires to be reported to your property manager, but may be the responsibility of the tenants if they were not present at commencement of the tenancy and the owner **may not obliged** to pay for treatment.

Should you be experiencing problems with pest control, the recommended course of action is to purchase insect bombs, spray, baits etc.

If purchasing baits, **do not** leave them where they are accessible by small children and/or pets. If purchasing insect bombs, please ensure you follow the instructions on the product.

If your own attempt at remedying the pest control has not worked, discuss with your Property Manager and determine the next course of treatment and who is responsible for payment.

The exception to the above situation is whereby the tenant may come to harm from excessive pest occupation of the premises.

The owner may pay for the removal of wasps, bees, or “excessive problems with red back or white tail spiders”, however, this is not classified as an emergency, as many Pest Control companies do not attend premises “after hours”.

You may contact your Property Manager the following working day to report the problem you are experiencing.

This is also the case if you identify any white ants nests in or about the property.

Please note that if you go ahead with a repair THAT IS NOT AN EMERGENCY REPAIR, and the Lessor or Agent has not been notified and given the opportunity to organise the repair the owner IS NOT obliged to pay for any expenses incurred.

PLEASE BE ADVISED THAT THERE WILL BE CERTAIN TIMES THAT THE MOBILE NUMBER IS NOT ANSWERED, YOU MUST LEAVE A MESSAGE, AS THIS WILL BE RETURNED AT THE FIRST OPPORTUNE TIME OUR STAFF WILL BE MONITORING ON A ROSTER BASIS HOWEVER, SOMETIMES COMMITMENTS AFTER BUSINESS HOURS PREVENT THEM FROM ANSWERING IMMEDIATELY, WE WOULD APPRECIATE AS A TENANT OF THE MARKET PLACE REALTY THAT YOU ACKNOWLEDGE AND ACCEPT THIS CAN OCCUR. HENCE THE TIME TAKEN TO IMPLEMENT THIS DETAILED EMERGENCY PLAN. PLEASE KEEP THIS ACTION PLAN IN AN ACCESSIBLE LOCATION AT ALL TIMES.

List of trades that we use on a regular basis and that may be useful to you should the need arise, they will also advise if the issue is an emergency to avoid any confusion.

Plumbing & Gas: Todd Wrights Plumbing – Todd and or Pat 0418 166 994

Electrical: Priority One Electrical – David 93716666 or 0449 952 703

Solar Service: Boyd 9375 8344

Glass Repairs: Matta Glass Peter 0419 593 330

Key Replacement: Diamond Lock and Key 9344 1965

***NOTE: THIS EMERGENCY PLAN CAN BE OBTAINED VIA OUR WEBSITE:
www.marketplacerealty.com.au***