

TENANT EMERGENCY CHECKLIST

PLEASE NOTE BEFORE PROCEEDING WITH ANY WORKS, ENSURE YOU HAVE ATTEMPTED TO CONTACT OUR EMERGENCY NUMBER ON: 0400 818 716

Urgent repairs fall into two categories: 1) Essential Services are listed in the Residential Tenancy Regulations include repairs to:

- A Burst Water Service
- Gas Leak
- Broken Hot Water System
- Sewerage Leaks
- Dangerous Electrical Faults

NO HOT WATER OR RUNNING TAP/ BURST PIPE OR GAS LEAK

- Check power board/ meter box to confirm all switches are **ON**.
- Make sure your electricity or gas bill is paid and not disconnected.
- If you have a gas hot water system, please ensure the pilot light is lit at all times. It's a good idea to familiarise yourself with how your system operates early on in the tenancy.
- If a washer has given way and your taps are beyond a leak please turn off your water at the mains which is generally located somewhere on your front verge/ nature strip.
- If a pipe has burst please turn off main water supply immediately.
- If there is an over powering gas smell at the property please locate your main gas supply in meter box and turn **OFF**.

ELECTRICAL FAULT

- If an electrical fault happens during your tenancy and there are live wires or a fire started by a fault please call the fire department **IMMEDIATELY**.

2) Other urgent repairs are those that are not an essential service, but might cause damage to the premises or cause undue hardship or inconvenience to tenant.

- Broken refrigerator
- Broken washing machine
- Broken tumble dryer
- Faulty air conditioning unit (If included in tenancy)

BEFORE calling emergency service, please check you have completed the following: NO POWER/ ELECTRICITY

- Check power board/ meter box and confirm all switches are **ON**.
- Make sure your electricity bill is paid up to date and disconnection hasn't taken place.
- Contact **0400 818 716** and check they are aware of any power outages in the area.
- If possible, check with a neighbor and confirm if they are experiencing the same issue.
- If your lights are working but your power points etc. are **NOT** then please switch off all power points throughout the entire property and unplug all appliances and white goods etc. Ensure all switches in the power board/meter box are **ON**. Then return inside and plug in each appliance one by one. If the power flicks off again then the last appliance plugged in is your offender. **DO NOT** continue to use this appliance as it's faulty.

STORM DAMAGE

- If at any time you experience damage during a storm, please contact **0400 818 716** to report it to us for actioning repairs.
- If the damages are severe and life threatening, please contact **State Emergency Service (SES)** on 132 500