

# TENANCY EMERGENCY PLAN

Your Property Manager is available during working business hours 9am – 5pm Monday to Friday for any concerns. For Public Holidays, weekends and after hours, there may be times when you are faced with an emergency situation and you will need to act to ensure there is minimal loss and or damage.



Please note the easiest way to explain what is an emergency is if your safety and wellbeing is at risk or the security of the property is at risk. In an emergency outside of office hours you can try to contact the Property Manager by text or email [0402 615 981](tel:0402615981) or [amanda@urbanresidential.net.au](mailto:amanda@urbanresidential.net.au) please understand a Property Manager is not on-duty, after hours and is not required to respond but if by chance they are working they will be more than happy to help you in any emergency situation.

Please use the information below as a guide to help you through if any emergency events that may happen, preferred contractors are on standby ready to advise and help you through the event.

## Break in & Damage to glass

- Contact police **13 444** to report the incident if attempted break in, they will give you a report number this is to be included in you report to your Property Manager. If possible, take photos of the damage.
- Call a glazier to secure the property, instruct invoice to be sent to Urban Residential. If this is accidental damage and without a police report the tenant is responsible for the cost of the invoice
- Call a locksmith if required to secure the property or you feel your safety is at risk, instruct the invoice to be sent to Urban Residential
- If the damage to the glass or security of the property is compromised due to personal issues or as a result from yourself or guests the payment of the invoice must be made by yourself.
- Please email your Property Manager at your earliest convenience and call the next working business day, to follow-up, please remember without a police report number the cost may be invoiced to yourself if the owner is unable to make a claim on insurance.



## Gas Leak or No gas

- If at risk turn the gas off to the property.
- Contact Alinta gas on **13 13 58**
- Contact the gas plumber, instruct the invoice to be sent to Urban Residential.

### No Hot water

- If it's a gas hot water system check the pilot light has not gone out, if out relight using the instructions
- Contact Alinta gas 13 13 58 if no gas inside the property either
- If the issue is the hot water system and it cannot wait until the next business working day contact the plumber

### No Power

- Check the metre box to ensure the RCD has not tripped.
- If the RCD is tripped please unplug all items in the property, reset the RCD and plug each item back in one at a time to isolate the faulty item.
- If the RCD will not reset contact the electrician
- If the RCD has not tripped contact Synergy 13 13 53



### Burst Water Pipe or water leak

- Turn the water off at the mains, you will find the location usually at the front to the side of the property.
- If the water leak is at the water metre, please contact the water corporation on **13 13 85**
- Please contact a plumber
- Please take photos if there is going to be possible damage
- If water leak is inside the property, please ensure you dry up the water to prevent further damage.
- If there is water damage to carpets call a professional carpet cleaning company to extract the water and dry the carpet.



### Lost/stolen or keys locked inside



- If keys are locked inside during business hours, please contact the office to see if we can help you, your PM is under no obligation to deliver keys to you.
- If keys are lost or stolen and you feel your security is at risk during business hours, please contact your Property Manager, if after hours contact a locksmith. If keys are lost or stolen the tenant will be responsible for the payment of the invoice, it may be claimable on your personal insurance.



### Severe Damage/ Fire or Impact to the building by vehicle

Please act immediately to this emergency, always try to contact your Property Manager, please send an SMS 0402 615 981.

- Contact an ambulance if anyone is injured **000**
- Contact fire brigade **000** if required
- Contact police and obtain a police report if required **131 444**
- Contact SES ( State emergency Service) on **1300 130 039** if required
- If there are burst water pipes follow the instructions above
- If there is electrical danger turn the mains off in the metre box and contact the electrician
- If there is water damage to carpets and further damage can be prevented call a carpet cleaner to extract the water
- If there is structural damage **DO NOT STAY IN THE PROPERTY**
- Continue to attempt to contact your Property Manager and take photos of damage if possible.

### Storm Damage

- As for impact to the building please follow above directions, this is an emergency situation, please contact your Property Manager.
- If fence is damaged secure any pets, this is not an emergency.
- Take photos of the damage
- If safe to do so contact your neighbour and obtain their contact information
- Email and call your Property Manager the following business working day to report the damage.

**EMERGENCY CALLS DIAL...**

**000**

**FIRE • POLICE • AMBULANCE  
FREECALL 24 HOUR SERVICE**

**POLICE 131 444**

**SAVE 000 FOR EMERGENCIES**

A NEW NUMBER FOR POLICE ASSISTANCE. Every time someone dials '000' for something that's not an emergency, it slows down the system for people who may be in immediate danger. So if it's not an emergency, please call 131-444 for police assistance.



## Is Your Urgency an Emergency?

**Make the right call**

**The following situations are not considered emergency items and may be able to wait until the following working business day, unless it is a risk to any medical requirements for tenants.**

- Blocked toilet – when there is more than one is at the premises and it is not a health risk, waste is not protruding through any drains.
- Stove/Oven not working
- Dripping taps, shower or toilet
- Air Con not working
- Hot water system going hot & cold or not hot enough
- Trouble with reticulation
- Sighting of vermin or pests, with the exception of a wasp or beehive if any tenants are anaphylactic or they're at risk of an emergency situation if stung. If no reaction please report to your property and the owner will have this attended to at the earliest convenience.

**Please note if you authorise any repairs that are NOT classed as an emergency, the owner is not obliged to pay for expenses incurred.**

# EMERGENCY CONTACTS

## Outside of Business Working Hours

### Maintenance

Jim's Roofing - 1300 964 815  
24/7 EMERGENCY ROOFING

### Plumbing & Gas & Electrical

Dorrington Plumbing – 9387 2339 / 0439 333 982  
Service Mate (Gas, plumber, electricians) - 0438 261 122

### Locks & Keys

Lightning Lock & Key - 0422 819 077  
Sheehan Locksmith - 0412 153 846

### Carpet Cleaning

Clean Sleep Carpets 24/7 – 0488 849 825  
Gary Wilkes Carpet Cleaning – 0479 010 355

### Glass Repairs

Dependable Glass - 9455 3069 / 0410 640 500  
Action Glass - 9468 8480

### Garage door – if security is at risk

Ace Garage Door – 0409 219 567  
24Seven Doors – 9456 5511  
Perth Garage Door Repairs – 0466 910 028

