

# Urgent Repairs

## Nominated Tradesperson Contact List

### Steps to follow in an emergency:

1. When the urgent repair occurs within business hours (8.30am-5.00pm Monday to Friday), please contact your Property Manager or the office reception. We will contact the owner to seek their instructions in this instance.
2. Where the urgent repair occurs out of business hours (ie: Saturday, Sunday or a Public Holiday) please continue from here....
3. Refer to the excerpt of Clause 60 from the Residential Tenancy Act 1997 on page 2 of this leaflet and qualify/confirm your issue as an urgent repair.
  - (a) Briefly stated, an urgent repair is defined as having the potential to cause serious injury to a tenant or damage to property
4. Once you have verified that the issue is classified as an urgent repair, ensure that your tenancy agreement or Inventory and Condition Report do not note any items covered by a warranty.
  - (a) If there is an item covered by a warranty please contact the authorised repairer as noted.
  - (b) If you are in a Body Corporate and a problem is on common ground (ie: outside your front door) contact the Body Corporate Managers.
  - (c) If not under Warranty or Body Corporate Responsibility please phone the Trades person as per the Emergency Trades person table

Industry	Company	Contact
Carpets	Complete Surface Care & Cleaning	0488 822 273
Carpets	Stain Busters	1300 078 246
Electrical	William's Electrical	0401 501 558
Electrical	Robbie Hunt Electrical	0419 835 227
Electrical	Alltradez Electrical	0403 643 500
Air Conditioning	Canberra Air Conditioning Services	0498 208 950
Air Conditioning	Dawson's Heating & Cooling	0407 222 121
General Maintenance	RT's Gardening & Handyman	0450 113 911
General Maintenance	Hire A Hubby	0421 584 338
Glass	Shane's Glass	0409 070 224
Locksmith	Canberra Locksmiths	02 6285 3544
Locksmith	Frog's Locks	0434 811 166
Plumbing	Landmark Plumbing	0423 888 899
Plumbing	The Plumbing Doctor	02 4947 8665
Plumbing	Alltradez Plumbing & Gas	0400 098 915
Roofing	Roof & Balcony Solutions	0402 790 080
Roofing	FGW Roofing Pty Ltd	0488 559 027
ACTEW	Faults & Emergencies <ul style="list-style-type: none"> <li>- Electricity</li> <li>- Gas</li> <li>- Water &amp; Sewerage</li> <li>- Stormwater</li> </ul>	131 093 131 909 131 193 132 281
SES	State Emergency Services – Flood & Storm	132 500

**IF A TENANT ARRANGES REPAIRS THAT ARE NOT IN COMPLIANCE WITH THE STANDARD RESIDENTIAL TENANCY TERMS AND/OR NOT CONSIDERED URGENT - THE TENANT PAYS!**

Standard Residential Tenancy Terms of the Residential Tenancies Act 1997

Clause 59:

The tenant shall notify the lessor (or the lessor's nominee) of the need for urgent repairs as soon as practicable, and the lessor shall, subject to Clause 82, carry out those repairs as soon as necessary, having regard to the nature of the problem.

Clause 60:

The following are urgent repairs in relation to the premises, or services or fixtures supplied by the lessor:

- (a) a burst water service
- (b) a blocked or broken lavatory system
- (c) a serious roof leak
- (d) a gas leak
- (e) a dangerous electrical fault
- (f) flooding or serious flood damage
- (g) a failure of gas, electricity or water supply to the premises
- (h) the failure of a refrigerator supplied with the premises
- (i) a failure or breakdown of any service on the premises essential for hot water, cooking, heating or laundering
- (j) a fault or damage that causes the residential premises to be unsafe or insecure
- (k) a fault or damage likely to cause injury to person or property
- (l) a serious fault in any door, staircase, lift or other common area which inhibits or unduly inconveniences the tenant in gaining access to and use of the premises

**Please note:** make sure you notify your Property Manager in writing by the next business day of any urgent repairs that you had to contact a tradesperson for. We need to know what happened, who you called, when they came out and approximately how long they attended the site for, in addition to anything else you think you need to inform us of.

Clause 61:

If the lessor (or the lessors nominee) cannot be contacted, or fails to effect the urgent repairs within a reasonable time, the tenant may arrange for urgent repairs to be effected to a maximum value of up to **5%** of the rent of the property over a year.

Clause 62:

The following procedures apply to urgent repairs arranged the tenant:

- (a) the repairs arranged by the tenant must be made by the qualified tradesperson nominated by the lessor in the tenancy agreement (*Ray White nominated contractors overleaf*)
- (b) if the lessor has not nominated a tradesperson, or the nominated tradesperson cannot be contacted or is otherwise unavailable – the repairs must be performed by a qualified tradesperson of the tenants choosing.
- (c) If the repairs are arranged by the tenant in accordance with these procedures – the lessor is liable for the cost of repairs and the tradesperson may bill the lessor direct;
- (d) if the tenant does not act in strict compliance with this clause – the tenant is personally liable for the cost of any urgent repairs arranged by the tenant.