

# Ray White North Beach

## EMERGENCY PLAN FOR TENANT

*Sometimes you may be faced with an emergency situation. An emergency situation 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 Managers can only guarantee to be contacted during business hours but if you are faced with an emergency situation afterhours, please text your Property Manager first on **0477 177 339** or **0488 443 331** to report the issue. If you are unable to get in touch with your Property Manager then please read through this **Emergency Plan** which will explain everything you need to know if an emergency issue arises after hours and recommended contractors to use.*

### Ray White North Beach Office Hours

Monday – Friday

8:30am – 5:00pm

Office Number 9203 0999

### PROPERTY MANAGEMENT DEPARTMENT CONTACT DETAILS

Kelly Johnson	0477 177 339	<a href="mailto:kelly.johnson@raywhite.com">kelly.johnson@raywhite.com</a>
Kiri-Marie Shom	0488 443 331	<a href="mailto:pm.northbeach.wa@raywhite.com">pm.northbeach.wa@raywhite.com</a>

It is our office policy that all maintenance is reported in writing.  
Please e-mail one of the Property Managers listed above to report any maintenance.

### PLEASE SEE BELOW FOR A LIST OF OUR RECOMMENDED AFTER HOURS CONTRACTORS THAT MAY BE USEFUL TO YOU SHOULD THE NEED ARISE

- **ELECTRICIAN**
  - AGF Electrical 9249 4445
  - Live Phase Electrical 0405 152 556
- **PLUMBER**
  - Mainbreak Plumbing & Gas 9475 0808
  - Goods Plumbing 0427 201 209
- **LOCKSMITH**
  - AABC Locksmith 0417 912 671
  - Diamond Lock n Key 9344 1965
- **GLAZIER**
  - Action Glass 6242 0900
  - O'Brien Glass 1800 633 721

The following situations are classed as **essential repairs**. Under section 43 of the Residential Tenancies Act 2013 they are classed as follows:

- Blocked or broken sewerage system;
- Serious storm, impact or fire damage;
- Burst water service (water mains);
- Serious roof leak;
- Failure or broken down of any service essential for hot water;
- Failure of a refrigerator supplied with the premises;
- A fault with any door, staircase, lift or any other common area of the premises that inconveniences the tenant/s in gaining access or using the premises;
- A fault or damage which is likely to cause injury to person or property;
- A gas leak;
- Dangerous electrical faults;
- Flooding or serious floor damage;
- Broken or blocked toilet – if it is the only remaining functioning toilet at the premises.

The following situations are not classified as essential repairs and can wait till the next working day to be reported to the office in writing:

- General repairs and maintenance;
- Issues with the air-conditioning;
- Blocked toilets – when there is a second toilet on the premises;
- Issues with reticulation;
- Leaking taps;
- Pest Control Issues;
- Blocked pipes, shower, kitchen sink, laundry sink, bathroom sink etc;
- Hot water system going hot and cold;
- Stove/oven not working.

**Please also note that if you organise a contractor afterhours to attend and the repair is not classified as an *essential repair* and the Lessor or Agent has not been notified and given the opportunity to organise the repair then the Lessor is therefore NOT obliged to pay for any expenses incurred.**

#### **WHAT TO DO IF YOU ARE FACED WITH THE FOLLOWING AFTERHOURS...**

<b>BREAK-IN / DAMAGE TO GLASS</b>
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1. Contact the **POLICE** to report the incident.
2. The **POLICE** will issue you with a report number – please make sure your Property Manager receives this number.
3. Report the incident to your Property Manager on the next working day in writing and don not forget to inform them of the Police Report Number.
4. If you do not disclose the Police report number to your Property Manager then the cost of the Glazier account will be invoiced to you.
5. Contact our recommended Glazier to secure the Property.

6. You may also instruct the Glazier to forward the account onto Ray White North Beach.
7. If the act is attributable to your own doing then you are able to contact the Glazier to attend to rectify however the account will need to be paid by the Tenant/s.

#### **HOT WATER SYSTEM STOPS WORKING**

##### **GAS**

1. Check if the *pilot light* is on – if the pilot light is out, please try re-lighting it first before you contact your Property Manager or recommended Plumber.
2. If the system cannot be re-lighted then please contact our recommended Plumber to attend.

##### **ELECTRIC**

1. Please contact our recommended Electrician to attend.

##### **SOLAR**

1. If the hot water system is a **Solar Hart** then please contact them on **1300 721 984**.

#### **NO ELECTRICITY**

1. Please check the meter box first and make sure all RCD's and fuses are switched on.
2. If all fuses and RCD's are on, please run an elimination test to all your power points. We require you to un-plug each appliance from their power point and put back in one by one to ascertain as to whether the fault is being caused by an appliance.
3. If you have run the elimination test and checked all power points and no faults found then please contact one of our recommended Electricians to attend.

#### **ELECTRICIAL ISSUES THAT MAY CAUSE HARM TO TENANT**

1. Please contact one of our recommended Electricians to attend immediately.

#### **BURST WATER PIPE**

1. We require you to turn off the water at the mains immediately.
2. Please contact one of our preferred Plumbers.

#### **LOST KEYS / KEYS LOCKED INSIDE PROPERTY**

1. If you lose your keys or lock them inside the property during working hours, you may come collect the office keys and a \$50.00 refundable deposit will be required. The keys must also be returned within one (1) hour from obtaining them.

2. If you lose your keys or lock them inside the property during afterhours then you will need to contact a locksmith directly, however, the tenant/s will be responsible for paying the account directly to the locksmith. Please also make sure the Locksmith makes two (2) sets of the keys, one for yourself and one for our office.
3. **Please also do not contact your Property Manager after working hours if you have locked yourself out of the property or have lost your keys.**

#### **GAS LEAK**

1. Turn off your gas at the mains immediately.
2. Please contact one of the preferred Plumbers to attend.

#### **IMPACT TO BUILDING BY VEHICLE**

**Contact your Property Manager immediately; if you cannot get in touch with them you must then take the following steps:**

1. If injury has been caused to another person, call an **AMBULANCE** immediately on 000.
2. Call the **POLICE** and obtain a Police Report Number – please make sure your Property Manager also receives this report number.
3. Call **SES** (State Emergency Service) on 1300 130 093.
4. If there are any burst water pipes, please contact one of our recommended Plumbers to attend immediately and turn the water off at the mains.
5. If there is any electrical damage, please contact one of our recommended Electricians to attend immediately and turn the power off at the mains.
6. If there is any water damage to any of the carpets, please contact your Property Manager.
7. If there is any structural damage to the property, flooding or even electrical issues **do not stay in the house.**
8. Please e-mail your Property Manager as soon as possible during business hours to make them aware of the issue and inform them of the Police Report Number.
9. Your Property Manager will contact the building insurer the next business day who will send out an assessor and to attend to any structural repairs.

#### **DAMAGE TO PROPERTY - EXPLOSION OR COLLAPSED CEILINGS**

**Contact your Property Manager immediately; if you cannot get in touch with them you must then take the following steps:**

1. If injury has been caused to another person, call an **AMBULANCE** immediately on 000.
2. If there is a fire, please call the **Fire Brigade** on 000.
3. Call **SES** (State Emergency Service) on 1300 130 093.
4. If there are any burst water pipes, please contact one of our recommended Plumbers to attend immediately and turn the water off at the mains.

5. If there is any electrical damage, please contact one of our recommended Electricians to attend immediately and turn the power off at the mains.
6. If there is any structural damage to the property, flooding or even electrical issues **do not stay in the house.**
7. Please e-mail your Property Manager as soon as possible during business hours to make them aware of the issue and inform them of the Police Report Number.
8. Your Property Manager will contact the building insurer the next business day who will send out an assessor and to attend to any structural repairs.

#### **POWER LINES FALLEN DOWN**

1. Do not venture near any of the fallen down power lines.
2. To report the fault/s please make sure you contact **WESTERN POWER** immediately on **13 13 51.**

#### **STORM DAMAGE**

**Contact your Property Manager immediately; if you cannot get in touch with them you must then take the following steps:**

1. If injury has been caused to another person, call an **AMBULANCE** immediately on 000.
2. Call **SES** (State Emergency Service) on 1300 130 093.
3. If there are any burst water pipes, please contact one of our recommended Plumbers to attend immediately and turn the water off at the mains.
4. If there is any electrical damage, please contact one of our recommended Electricians to attend immediately and turn the power off at the mains.
5. If there is any structural damaged to the property, flooding or even electrical issues **do not stay in the house.**
6. Please e-mail your Property Manager as soon as possible during business hours to make them aware of the issue and inform them of the Police Report Number.
7. Your Property Manager will contact the building insurer the next business day who will send out an assessor and to attend to any structural repairs.

#### **PEST CONTROL**

If you are experiencing any issues with ants, mice, rats, cockroaches, flies, spiders, silverfish, earwigs etc, please report this issue/s to your Property Manager and please note that is the responsibility of the tenants and the owner/s is not obliged to pay for treatment.

It is recommended that you purchase treatments such as bombs and/or baits from any Supermarket and ensure that you have placed the strategically to prevent any cockroach infestation.