

# What you need to do

Prior to contacting your property manager, we do ask that you exercise due diligence to check the below.

## NO HOT WATER?

Check power board/metre box and confirm all switches are in the "on" position and your gas lever is in the "on" position. Please ensure that both your electricity and gas bills are paid in full and check if there are any known outages in the area with either Western Power or your chosen gas provider. If you have a gas hot water system, please check to ensure that the pilot light is still lit. If it isn't, please ensure that you are relighting this before contacting us.

## BURST PIPE?

If there is a burst pipe, please ensure that you turn off your water mains urgently. It is a good idea to familiarise yourself with the location of your meter in early tenancy in case of an emergency.

## NO POWER/ELECTRICITY?

Check power board/metre box and confirm all switches are pointed to the "on" position. Make sure your electricity bill is paid up to date and disconnection hasn't taken place. Contact Western Power on 13 13 51 or online via the attached <https://westernpower.com.au/> and check if they are aware of any power outages in the area. If possible, check with a neighbour and confirm if they are experiencing the same issue.

A common electrical issue can be your lights are working but your power points or vice versa are not. This is often a sign of a faulty appliance and to restore power without delay and to save yourself an electrician's callout fee, we recommend undertaking the following steps.

Firstly, switch off all power points throughout the entire property and unplug all appliances, phone chargers and white goods. Check your power board/ metre box and make sure all the switches are 'on'. Return inside and plug in your appliances and turn power points on one by one. If the power trips again then the last appliance that was plugged in is most likely what is causing the issue. Do not continue to use this appliance as it is faulty.

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

## GAS LEAK?

If there is an overpowering gas smell at a property please locate the main gas supply in the metre box/power board and turn off supply immediately, then contact ATCO on 13 13 56.

## LOCKED OUT?

Ray White Cottessloe|Mosman Park can supply you with keys during 'Business Hours' Monday to Friday 9.00am to 5.00pm (not on public holidays) however you must make your own way to the Office (NB: Proof of identification will be required) If you are unable to get to the Office or it is after hours, you will be required to call a locksmith at your own cost.

## EMERGENCY

# Emergency Contractors

1) ESSENTIAL SERVICES are listed in the Residential Tenancies Regulations 1989 and include repairs to:

- Burst water service
- Gas leaks
- Broken hot water system
- Sewerage leaks or
- Dangerous electrical faults

### Electricians

First Choice Electrics - 08 9301 1333

All Fixed Electrical - 0409 759 799

Powerflex - 0418 294 108

### Plumbers

Plumbing Bros - 08 6263 0503

Stellar Plumbing and Gas - 0409 290 933

Fairview Plumbing and Gas - 1300 440 440

### Maintenance/Building/Painting

Modus Property - 1300 136 384

AD General Services - 0402 386 918

Any Job Andy - 0415 400 527

### Glass Repair

Fremantle Glass - 08 9336 2615

### Locksmith

Lock, Stock and Farrell - 08 6350 8500

Safehouse Locksmith - 0487 756 257

Western Power - 13 13 51

ATCO Gas - 13 13 56

Water Corporation - 13 13 75

Fire Department and Police - 000

SES - 1800 199 084

