

RayWhite.

Emergency Plan for *Tenants*



Sometimes you may be faced with an emergency situation at your rental property. An emergency is defined as something that may harm someone, or cause further damage to the property if left unattended. Listed below is information on situation that are classified as an emergency and instructions on how to deal with the emergency.

In the case of an emergency please call our office on 08 9201 9664 or call Julia on 0400 966 751 between Monday and Friday 9.00am-5.00pm

If the emergency is outside of these hours please follow this recommended course of action.

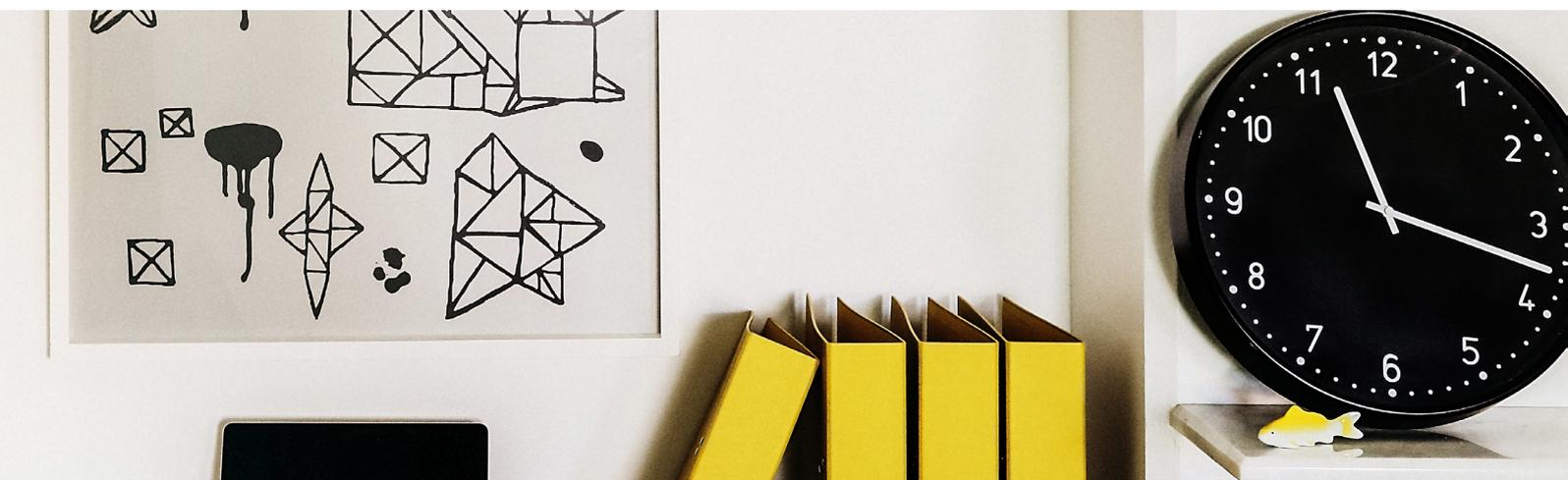
Please note that if you go ahead with a repair that IS NOT classified as an emergency, the owner is NOT obligated to pay for any expenses incurred.

Break in & Damage to Glass

1. Contact the police and report the break in.
2. The police will give you a Police Report number and this is very important for your records.
3. Without obtaining the police report number, the cost of replacing the glass will be invoiced to you.
4. If there is any other damage to the property besides glass damage, this must be reported to Ray White Fremantle the next working day.
5. You may contact the following recommended glaziers to secure the property
Prompt Glass 9330 5555
O'Brien Glass 1800 810 646
6. You may instruct the glazier to forward the account directly to Acton Fremantle. If the glass breakage is the result of an act attributable to yourself, you may call the glazier to repair the broken glass; however payment of the invoice must be made by you.

How Water System Stops Working

1. If it is a gas hot water system, check that the pilot light is on.
2. If the Hot Water System is gas, you may contact directly:
Titan Plumbing (Mark) 0447 392 780
Plumbing Bros (James) 0499 745 110
3. If the Hot Water System is electric, you may contact directly:
Renewed Electrical (Chris) 0433 147 599
Fiero Electrical 9258 6098 or 0409 922 319



Gas Leak

You may contact directly one of the below listed plumbers:

Titan Plumbing (Mark) 0447 392 780

Plumbing Bros (James) 0499 745 110

Alinta Gas 131358

Electrical Problem (that may cause harm to tenant)

Renewed Electrical (Chris) 0433 147 599

Fiero Electrical 9258 6098 or 0409 922 319

Burst Water Pipe

Turn the water off at the mains immediately then contact **Water Corporation 13 13 85**

Power Lines Fallen Down

Call Western Power immediately on **13 13 51**

Lost Keys or Keys Locked Inside House

You may contact a locksmith directly; however the tenant is responsible for payment of the account. **Gronbek Security (08) 9433 3311**

Impact to Building by Vehicle

1. If injury to another person call an ambulance on **000**
2. Call the police and obtain a police report number.
3. Call SES (State Emergency Service) on **1300 130 039**.
4. If there is any electrical damage, call the electricians and turn the power off at the mains.

Severe Storm Damage

1. If injury to another person call an ambulance on **000**.
2. Call SES (State Emergency Service) on **1300 130 039**.
3. If there are any burst water pipes, call the plumber listed above and turn the water off at the mains.
4. If there is any electrical damage, call the electrician listed above and turn the power off at the mains.
5. If there is structural damage to the house, flooding or electrical problems, do not stay in the house.

The following situations are NOT classified as emergency repairs and MUST wait until the next working day to be reported to the office:

1. Blocked toilets (only when there is a second unblocked toilet on the premises).
2. Stove/oven not working.
3. General repairs and maintenance.
4. Blocked pipes, shower, kitchen sink
5. Hot water system going hot and cold.
6. Trouble with reticulation.
7. Leaking taps.
8. Pest control i.e. such as ants, mice, rats, cockroaches, flies, silverfish, earwigs etc is the responsibility of the tenants and the owner is not obliged to pay for treatment.

In relation to problems with ants, mice, rats and cockroaches, it is recommended that you purchase treatments such as bombs and/or baits from the supermarket, and ensure that you place them in strategic locations to prevent cockroach infestation. Keeping food in suitable containers will assist with avoiding pest invasion/s.

PROVIDED BY RAY WHITE PROPERTY MANAGEMENT DEPARTMENT

08 9201 9664

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