Severe Storm Damage

This is a tragic emergency situation, take the following steps:

1. If injury to another person call an ambulance on 000.
2. Call SES (State Emergency Service) on 132 500.
3. If there are any burst water pipes, call any of the plumbers listed and turn the water off at the mains.
4. If there is any electrical damage, call any of the electricians listed and turn the power off at the mains.
5. If there is severe water damage to the carpets, call any of the recommended water extractors:
   Elite Carpet Drycleaning 9791 2600
   Rugrats Carpet Cleaning 0427 913 232
6. If there is structural damage to the house, flooding or electrical problems, do not stay in the house.
7. Your Property Manager will contact the building insurer the next working day, who will send an assessor and attend to any structural repairs.

Severe Damage to Property (Fire, Explosion or Collapsed Ceilings)

This is a tragic emergency situation, take the following steps:

1. If injury to another person call an ambulance on 000.
2. If there is a fire call the fire brigade on 000.
3. Call SES (State Emergency Service) on 132 500.
4. If there are any burst water pipes, call any of the plumbers listed and turn the water off at the mains.
5. If there is any electrical damage, call any of the electricians listed and turn the power off at the mains.
6. If there is severe water damage to the carpets, call any of the recommended water extractors:
   Elite Carpet Drycleaning 9791 2600
   Rugrats Carpet Cleaning 0427 913 232
7. If there is structural damage to the house, flooding or electrical problems do not stay in the house.
8. Your Property Manager will contact the building insurer the next working day, who will send an assessor and attend to any structural repairs.

Damage/Loss to your own Property

This is covered under your own insurance policy! Should your belongings be damaged or stolen you should make contact with your insurer.

Fence Damage

1. This is not classified as an emergency situation.
2. You must report this to Your Property Manager the next working day. When reporting it, please provide the type of fence construction (metal Colorbond, Supersix, wooden), the location (rear or side fence) and the number of sheets damaged or estimate length of damage.
3. If you have a pet at the property you will need to make your own arrangements. Although we will act swiftly, fence damage usually requires an insurance claim between owner & adjoining owner and can take considerable time to resolve.

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. (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. Trouble with roller-doors.
9. Pest control.
10. No TV reception.

Please note that if you go ahead with a repair that IS NOT classified as an emergency or no fault is found, the owner is NOT obliged to pay for any expenses incurred.

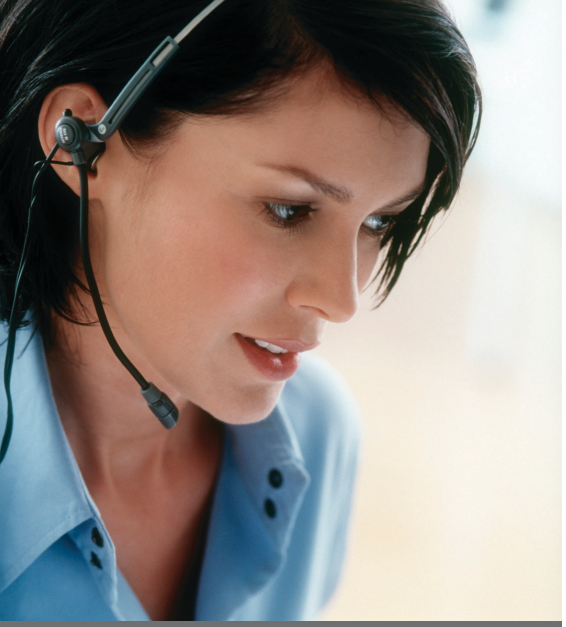
To secure the services of a tradesperson can sometimes be difficult, we will do our best to organise urgent repairs.

Emergency Plan For Tenants

Sometimes you may be faced with an emergency situation. An emergency is defined as something that may harm someone, or may cause further damage to the property if left unattended. Our Property Management Team can only guarantee to be contacted during working hours. Therefore if you are faced with an emergency situation, and are unable to contact your Property Manager, listed is information on items that are classified as an emergency situation and instructions on how to deal with that emergency without the assistance from your Property Manager.

Ray White™

Bunbury



Ray White Bunbury Contact Numbers

Office: 08 97 800 707
Fax: 08 97 800 708
Email: bunbury.wa@raywhite.com

Ray White Bunbury Office Hours

Monday-Friday: 8.30am - 5.00pm
Closed: Saturdays, Sundays & Public Holidays

If an emergency occurs outside of these hours the recommended course of action to take is explained in this leaflet. A full report of the incident is required and appreciated via email at your earliest convenience.

URGENT REPAIRS

Section 43 of the RTA provides the tenant with the right to undertake urgent repairs if the lessor has not taken action within a period of time to effect the repair.

** Urgent repairs have been divided into two parts:*

* **Firstly** repairs that are necessary for the supply or restoration of a service prescribed in the regulations as an essential service. Regulation 12A has prescribed each of the following services as an essential service -

(a) electricity; (b) gas; (c) a functioning refrigerator, but only if it is provided with the premises; (d) sewerage, septic tank or other waste water management treatment; (e) water, including the supply of hot water.

* **Secondly** those repairs that are necessary to avoid -

(a) exposing a person to the risk of injury; or

(b) exposing the property to damage; or

(c) causing the tenant undue hardship or inconvenience.

If you cannot contact the Property Manager/ Lessor after making reasonable attempt then you can have the minimum repairs carried out by a qualified tradesperson and claim back the costs. HOWEVER, the urgent repair cost must be reasonable. It is advisable to obtain some evidence showing the need for urgent repair was not your fault. Eg. You could ask the tradesperson to write on the invoice an explanation of the cause of the problem.

Break In & Damage to Glass

1. Contact the Police and report the break in.
2. The Police will give to you a Police Report number – you must report this to Your Property Manager the next working day.
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 Your Property Manager the next working day.
5. You may contact the following to secure the property:
   Sanctuary Glass 9791 9917
   Southern Lock N Security 9721 8200
6. You may instruct the glazier to forward the account directly to Ray White Bunbury. 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 yourself.

Power Lines Fallen Down

Call Western Power immediately on 13 13 51.

Hot Water System Stops Working

1. If it is a gas hot water system, check that the pilot light is on.
2. Try holding the ignition button down for a minimum 3 minutes as it can take quite sometime for the gas to flow through the pipe work. If you have just moved into the property ensure you have already contacted the Gas Company to setup an account and ensure valve is in ON position.
3. If the Hot Water System is gas, you may contact directly:
   Eaton Plumbing 0417 963 177
4. If the Hot Water System is electric, you may contact directly:
   Laser Electrical 9721 3774
   Tom's Electrical 0417 544 623
5. If the Hot Water System is Solahart, you may contact directly:
   Laser Electrical 9721 3774
   Shane's Hot Water & Gas 0418 931 123
6. If an after hour callout is carried out and the contractor indicates that there is no fault in the Hot Water System and the problem is operator error, then payment of the invoice is the tenants responsiblity. For example, if the Hot Water System pilot light blows out and the plumber is called to relight it.

It is not practical for the hot water system to be replaced on the same day.

Gas Leak

You may contact directly one of the below listed plumbers:

Eaton Plumbing 0417 963 177
CT Plumbing 0467 002 120

If an after hours callout is carried out and the contractor indicates that there is no Gas Leak, then payment of the invoice is the tenants responsibility.

Electrical Problem That May Cause Harm To the Tenant

You may contact directly one of the listed electricians.

Laser Electrical 9721 3774
Tom's Electrical 0417 544 623

If an after hours callout is carried out and the contractor indicates that there is no problem, then payment of the invoice is the tenants responsibility.

Burst Water Pipe

You may contact directly one of the below listed plumbers:

Eaton Plumbing 0417 963 177
CT Plumbing 0467 002 120

Turn the water off at the mains immediately.

What happens if the work wasn't an emergency?

Tenants who use this service for situations that are not urgent relating to safety, health or security will be charged the full cost of the call out being the hourly rate charged out of normal working hours. Typically, the call out fee could be around $200 plus materials.

Lost Keys or Keys Locked Inside House

You may contact a locksmith directly; however the tenant is responsible for payment of the account. If you lose your keys or lock them inside the property during business hours, you may use the office keys and return the keys to the office the same day.

Do not even try to contact your Property Manager out of business hours if you have locked yourself out of your property, or if you have lost keys as they are not able to drive back to the office out of hours to get keys for you.

Recommended Locksmith:
Southern Lock & Safe 9721 8200

Impact to Building by Vehicle

This is a tragic emergency situation, take the following steps:

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 132 500.
4. If there are any burst water pipes, call any of the plumbers listed and turn the water off at the mains.
5. If there is any electrical damage, call any of the electricians listed and turn the power off at the mains.
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