

EMERGENCY CONTACT NUMBERS

An EMERGENCY is defined as something that may harm someone, or may cause further damage to the property if left unattended. If you are faced with an emergency DURING WORK HOURS, contact your property manager *immediately*.

If the issue arises after business hours or on a weekend, please contact the following emergency contacts:

Electrical	Manning & Hastings Electrical	0401 432 340
Hot Water System	Hot Water Maintenance (Robert)	02 6551 3777
Plumbing	Crossinghams Plumbing (Ron)	0418 669 725
Gas	Mark Quillan Plumbing (Mark)	0407 053 056
SES	General Line Taree SES	132 500 6592 4700
Burst Water Pipe	Mark Quillan Plumbing (Mark)	0407 053 056
Fallen Power Lines	Essential Energy	132 391
Water Extraction	Big Red Carpet Cleaning & Extraction (Sean)	6553 9088

PLEASE NOTE: If any emergency repair is deemed to be caused by you or one of your guests, you will be responsible for full payment of the invoice including the after-hours call-out fee.

The following situations **ARE NOT** classified as emergency repairs and MUST wait until the next business day to be reported to the office via phone call and backed up in writing (via email).

1. General repairs and maintenance
2. Blocked pipes – shower, kitchen sink.
3. Leaking taps - minor
4. Broken dishwasher
5. Pest control

NOTE: Pest control such as mice, rats, cockroaches, ants, flies, silverfish, earwigs, crickets, fleas, etc are the responsibility of the tenants and the owner is not obligated to pay for treatment. Recommended Pest Control companies:

Contact Information for Ray White Manning Valley

Office – taree.nsw@raywhite.com Ph: 6557 7222 Fax: 6557 8622

Kelly Plowman – kelly.plowman@raywhite.com – 0439 810 846

Sarah Norcliffe – sarah.norcliffe@raywhite.com – 0439 868 210

Non urgent maintenance can be emailed to maintenance.taree@raywhite.com

WHAT TO DO IN CASE OF EMERGENCY

BREAK IN AND DAMAGE TO GLASS

1. Contact the Police on 000 immediately to report the incident. The police will give you a Police Report Number, you must report this number to your property manager the next business day.
2. Without the Police Report Number, the cost of repairs will be invoiced to you. The owner will need the Police Report Number to be able to claim the repairs on their insurance.
3. You may contact the following companies to secure the property:

Locksmith	FT & T Security Locksmiths	02 6552 3099
Glazier (Glass Replacement)	Glass 24/7 (David)	0429 457 247

GAS LEAK

1. You may directly contact the below listed number:

Plumber/Gas Fitter	Mark Quillan Plumbing (Mark)	0407 053 056
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ELECTRICAL PROBLEM THAT MAY CAUSE HARM TO THE TENANT

1. You may directly contact the below listed number:

Electrician	Manning and Hastings Electrical	0401 432 340
Electrician	David Nixon Electrical (Dave)	0419 248 838

BURST WATER PIPE

1. You may directly contact the below listed number:

Plumber/Gas Fitter	Mark Quillan Plumbing (Mark)	0407 053 056
Plumber	Crossinghams Plumbing (Ron)	0418 669 725

FALLEN POWER LINES

1. Please contact the below number IMMEDIATELY as this is an extremely dangerous issue and could harm others around you and even cause death.

Essential Energy	132 391
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LOST KEYS OR LOCKED INSIDE THE PROPERTY

If you lock yourself out of your property or lose your keys during business hours, you may collect and use the office set and return immediately after use. Please **DO NOT contact your property manager outside of business hours** if you have locked yourself out of your property, or if you have lost your keys. They ARE NOT permitted to drive to the office to collect the spare set and deliver to you.

You must contact the locksmith directly on the number listed below. Please be advised that you will be responsible for payment of the full contractor's invoice.

Locksmith	FT & T Security Locksmiths	02 6552 3099
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IMPACT TO BUILDING BY VEHICLE

Contact your property manager immediately. If it is outside of business hours, please follow the below steps.

1. If injury to any person, call an ambulance on 000 immediately.
2. Call the police and have them provide a Police Report Number.
3. If the house structure is compromised, Call SES, numbers below.
4. If the damage causes a gas leak, call the gas fitter, number below.
5. If there are any burst water pipes, call the plumber, number below.
6. If there is any electrical damage, call the electrician, number below.
7. If there is any water damage to carpets, call Big Red, number below.

SES	General 132 500	Taree 6592 4700
Plumber/Gas Fitter	Mark Quillan Plumbing (Mark)	0407 053 056
Plumber	Crossinghams Plumbing (Ron)	0418 669 725
Electrician	Manning & Hastings Electrical	0401 432 340
Electrician	David Nixon Electrical (Dave)	0419 248 838
Carpet Extractor	Big Red Carpet Cleaning & Extraction (Sean)	6553 9088

8. If there is structural damage to the house, flooding or electrical problems, DO NOT STAY IN THE HOUSE.
9. Your property manager will contact the building insurer the following day.

SEVERE STORM DAMAGE

Contact your property manager immediately. If it is outside of business hours, please follow the below steps.

1. If injury to any person, call an ambulance on 000 immediately.
2. Call the police and have them provide a Police Report Number.
3. If the house structure is compromised, Call SES, numbers below.
4. If the damage causes a gas leak, call the gas fitter, number below.
5. If there are any burst water pipes, call the plumber, number below.
6. If there is any electrical damage, call the electrician, number below.
7. If there is any water damage to carpets, call Big Red, number below.

SES	General 132 500	Taree	6592 4700
Plumber/Gas Fitter	Mark Quillan Plumbing (Mark)		0407 053 056
Plumber	Crossinghams Plumbing (Ron)		0418 669 725
Electrician	Manning & Hastings Electrical		0401 432 340
Electrician	David Nixon Electrical (Dave)		0419 248 838
Carpet Cleaner	Big Red Carpet Cleaning & Extraction (Sean)		6553 9088

8. If there is structural damage to the house, flooding or electrical problems, DO NOT STAY IN THE HOUSE.
9. Your property manager will contact the building insurer the following day.

SEVERE DAMAGE TO PROPERTY (EXPLOSION, FIRE OR COLLAPSED CEILINGS)

Contact your property manager immediately. If it is outside of business hours, please follow the below steps.

1. If injury to any person, call an ambulance and or fire brigade on 000 immediately.
2. Call the police and have them provide a Police Report Number.
3. If the house structure is compromised, Call SES, numbers below.
4. If the damage causes a gas leak, call the gas fitter, number below.
5. If there are any burst water pipes, call the plumber, number below.
6. If there is any electrical damage, call the electrician, number below.
7. If there is any water damage to carpets, call Big Red, number below.

SES	General 132 500	Taree	6592 4700
Plumber/Gas Fitter	Mark Quillan Plumbing (Mark)		0407 053 056
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Electrician	Manning & Hastings Electrical		0401 432 340
Electrician	David Nixon Electrical (Dave)		0419 248 838
Carpet Cleaner	Big Red Carpet Cleaning & Extraction (Sean)		6553 9088

8. If there is structural damage to the house, flooding or electrical problems, DO NOT STAY IN THE HOUSE.
9. Your property manager will contact the building insurer the following day.

PLEASE NOTE: IF YOU AUTHORISE ANY REPAIR THAT IS NOT CLASSIFIED AS AN EMERGENCY, THE OWNER IS NOT OBLIGATED TO PAY FOR ANY EXPENSES INCURRED AND YOU WILL BE REQUIRED TO PAY THE FULL INVOICE.