

## Is EMERGENCY maintenance required after hours?

Has an emergency repair or maintenance issue arisen outside of our business hours?

If you are a TENANT you are not authorised to arrange any repairs on behalf of the Strata Company. Please contact your Landlord or Property Manager to arrange repairs.

If you are an OWNER or PROPERTY MANAGER and have a genuine urgent maintenance matter to arrange outside of our office hours (being Monday to Friday, 9:00am to 4:00pm) you may do so. Before arranging a contractor to attend please read the information below.

An emergency is strictly a situation which places a person or property in immediate potential danger, or refers to property damage that must be addressed as a matter of urgency to prevent further damage. Any repairs that can be addressed the following business day must not be arranged after hours as this is a costly option for owners of the strata property.

Our office reserves the right to refuse payment of invoices for work that is not a Strata Company responsibility and is not of an urgent nature.

### NO POWER TO YOUR UNIT?

If there is a power outage to more than one unit in the complex please call Western Power first to determine if there is an outage in the area



Phone 13 13 51 or visit  
[www.westernpower.com.au/customer-service-power-interruption-information.html](http://www.westernpower.com.au/customer-service-power-interruption-information.html)

### NO GAS TO YOUR UNIT?

If there is a gas outage to more than one unit in the complex please call Alinta Gas first to determine if there is an outage in the area



Phone 13 13 52

### NO WATER TO YOUR UNIT?

If there is a water outage to more than one unit in the complex please call Water Corporation first to determine if there is an outage in the area



Phone 13 13 75 or visit  
[www.watercorporation.com.au/faults/check-for-water-outages](http://www.watercorporation.com.au/faults/check-for-water-outages)

If you have called the relevant Authority and have determined that there is a problem/fault to your unit please contact the preferred contractors below

**Urgent ELECTRICAL** (eg. power outage that has been reported to Western Power and fault is determined to be isolated to your unit. Please check the RCD/safety switches before arranging an electrician to attend)



**Turn It On Electrical**  
0400 009 579

or

**Response Fire & Electrical Services**  
9106 9197

**Urgent PLUMBING or GAS** (eg. blocked drains, sewerage overflow, gas leak, common hot water boilers, burst pipe, roof leak)



**Emerald Plumbing & Gas** or  
0497 980 449

**Browns Plumbing**  
9330 5786

**Urgent GLASS REPLACEMENT** (eg. break & enter, malicious damage, accidental damage)



O'Brien Glass  
1800 018 886

or

Glass Plus  
0419 777 001

**Urgent SECURITY GATE repairs** (eg. security gate jammed closed. Please check for a manual override key first, and refer to onsite caretaker or owner who may hold the key. Note - security gates which are jammed *open* are not an emergency and must be reported to our office on the next business day)



Marshall Beattie Automation  
9355 5600

or

Apex Gates  
0477 884 422

**Urgent STORM DAMAGE repairs** (eg. major roof damage)



State Emergency Service  
9323 9300 / 132 500

**Urgent INSURANCE CLAIMS** (eg. if an assessor is required to attend the property immediately. Major Strata Company insurers are listed below – please refer to minutes of your meeting to locate the insurer for your building)



*CHU After Hours Emergency Assistance*  
1800 022 444



*Strata Community Insurance After Hours Emergency Assistance*  
02 8579 0292

**Urgent GENERAL repairs** (eg. roof leak, collapsed fencing, locksmith, water leak from one unit to another)



JTK Property Services  
9209 1523

or

Precise Building Solutions  
0457 567 328

**Urgent LIFT repairs** (eg. lift not working)



Refer to signage near the lift of relevant lift company

*Should any of the listed contacts not be available, please arrange a suitable alternative*

## Other useful EMERGENCY contact information

**CRIME STOPPERS**  
com.au  
1800 333 000

**LOCAL COUNCIL**  
FOR  
Ranger Services

**In an emergency**  
  
call 000

**SES**  
132 500  
In a life threatening  
emergency dial 000

**Police 131 444**  
Save 000 for emergencies

Press '1' for immediate police attendance  
Press '2' to report an incident that does not  
need immediate police attendance  
Press '3' for general information and other  
matters

