

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

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

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

EMERGENCY After-Hours Support (Storm/Cyclone Event)

If your property is insured by Strata Community Insurance (SCI) and has been impacted by storm damage outside business hours, please follow the steps below:

1. **Call our Insurance Emergency Line:** 1300 724 678

You will be automatically redirected to our emergency contractor, ARC projects, who will arrange urgent “make safe” works.

2. **If the above number does not connect, call directly:**

- Domestic Properties: 1300 728 225
- Commercial Properties: 1300 521 394

****Please advise this is an SCI Insurance Claim**

3. **Additional 24/7 Emergency Builders (if required):**

- Major Loss Builders (MLB): (08) 6263 0940
- Ambrose Construct – Make Safe: 1300 349 215

Other useful EMERGENCY contact information

