

## Urgent Repairs Update

Please note below our procedure for urgent repairs:

- If during work hours – 9.00-5.30 Monday – Friday and 9.00 – 4.00 Saturday, contact the office on 03 9397 1600 (Williamstown) or 03 9314 1188 (West Footscray) or your Property Manager directly.
- Outside of opening hours you can contact a tradesman from our list below. Please note:
  1. **You are only permitted to follow this option if the repair is classed as urgent**, this covers blocked sewerage, hot water services, a fault or damage in the premise that makes the premises insecure (eg. External locks), serious electrical, gas, water and heater problems (see page 16 of the “renting a home guide” that you received at the beginning of your tenancy)
  2. Our prescribed tradesmen are aware of what constitutes an urgent repair and will not attend the property if they deem the problem not urgent
  3. We have 24 hours which to attend the problem
  4. If you use one of our tradesmen out of hours you must contact your property manager via email ASAP or phone the office first thing in the morning to advise. (email is our preferred method of contact so we have everything in writing to cover both parties)
  5. Please only employ your own tradesperson as an absolute last resort and if doing so make sure you are aware of their call out fee and hourly rates, as if your issue is not deemed (under the act) to be urgent you may incur all or part of these costs.

If you have any queries please speak to your Property Manager.

### URGENT REPAIR 24HRS / 7 DAYS A WEEK TRADESMAN LIST 2019

#### ELECTRICIANS:

- 8 Electrics Johnny – 0406 078 009

#### LOCKSMITHS:

- Lock, Smith & Barrel Jon - 0401 344 888
- City West Locksmiths Joey-0414 930 586

#### PLUMBING:

- Suburban Plumbing & Maintenance Pty Ltd Nathan – 0431 050 455
- Ochre Plumbing Scott – 0418 178 215

#### GLASS:

- Bayview Glass Darren - 0415 369 874
- Economy Glass Gary – 9360 9900

#### HANDYMAN/CARPENTER/SECURING PROPERTY/BREAK INS

- RRR Constructions P/L Kevin - 0433 279 246