

In the case of an Urgent Repair...

- 1) Ensure the repair is of an urgent nature;

The Standard Residential Terms clause 60 (included in your lease agreement) defines an emergency repair as the following;

- A burst water service;
- A blocked or broken lavatory system;
- A serious roof leak;
- A gas leak;
- A dangerous electrical fault;
- Flooding or serious flood damage;
- A serious storm or fire damage;
- A failure of gas, electricity or water supply to the premises;
- The failure of a refrigerator supplied with the premises;
- A failure or breakdown of any service on the premises essential for life, water, cooking, heating or laundering;
- A fault or damage that causes the residential premises to be unsafe or insecure;
- A fault or damage likely to cause injury to person or property;
- A serious fault in any door, staircase, lift or other common area which inhibits or unduly inconveniences the tenant in gaining access to and use of the premises

If you action a repair to the property without the permission of the landlord/ Agent and the repair is not of an urgent nature as above, you will be responsible for payment of the invoice as per section 62d. Of the Standard Residential Terms; where the tenant does not act in strict compliance with this clause, the tenant is personally liable for the cost of any urgent repairs arranged by him or her.

- 2) Call the office as soon as possible and report the issue, your property manager will then action the repairs as soon as practicable.

Office: (02) 62 42 00 10

Mobile: 0401 17 17 87

- 3) If it is outside of business hours please leave a message outlining the nature of the urgent repair and your best contact details. Only then you may call the required tradesperson as per the following emergency tradesperson list.

Please be aware when arranging urgent maintenance that under the Act a tenant can only authorise urgent repairs to a maximum value of up to 5% of the rent of the property over a year.

Emergency Tradesperson List

Only in the event that you are unable to contact a member of the @Home Team and it is outside of business hours, please find the following list of emergency tradespeople

Trades	Contact	Phone
Emergency Services	Fire, Police, Ambulance	000
	SES - State Emergency Service	132 500
	ACTEWAGL Emergency Repairs	Electrical 13 10 93 Gas 13 19 09 Water 13 11 93
Plumbing	Running Plumbing	0433 820 693
Electrical	Sparks Fly Electrical	0422 574 463
Roof Repair	All Top roofing	0418 283 656
Cleaning and Carpets	Attention to detail cleaning	02 6255 7962
Locksmiths	ASI locksmiths	02 6251 1233
Heating Repairs	Dawson's Heating and Cooling	0407 222 121
Fallen Trees	Call SES if outside the property ACT Tree Felling	132 500 0417 492 760
Broken Glass	Discount Glass	02 6253 1099
General Handyman	Fix it Guys	0401 16 60 22
Appliances	Bartels Electrical	02 6254 1473