

WHAT IS AN EMERGENCY REPAIR ?

- Section 30 (1) of the Form 18a Standard Terms states that emergency repairs are:
- a burst water service or a serious water service leak
- a blocked or broken lavatory system
- a serious roof leak
- a gas leak
- a dangerous electrical fault
- flooding or serious flood damage
- serious storm, fire, or impact damage
- a failure or breakdown of the gas, electricity, or water supply to the premises
- a failure or breakdown of any essential service or appliance on premises for hot water, cooking, or heating
- a fault or damage that makes the premises unsafe or insecure
- a fault or damage likely to injure a person, damage property or unduly inconvenience a tenant of premises, and
- a serious fault in a staircase, lift, or other common areas of premises that unduly inconveniences a tenant in gaining access to, or using, the premises.

Plus

Any works needed to comply with prescribed minimum housing standards.

WHAT TO DO

A) Within our office trading hours - contact our agency and speak to your Tenant Manager.

B) Outside of office trading hours please take these steps to contact your Tenant Manager

Step 1 – Phone your Tenant Manager direct - if no answer, please leave a message

Step 2 – Then text your Tenant Manager and advise of the current emergency you have. Should you not receive a reply within a 1 hour, proceed to step 3

Step 3 – Contact the appropriate contractor and arrange a suitable time to attend.

These contractors have been arranged to be available for EMERGENCY REPAIRS ONLY and will action repairs accordingly. Please allow them a reasonable time to respond and return calls.

Plumbing/Gas: Rowlinson Plumbing – 0431 559 919 or Innovative Plumbing – 0413 392 934

Electrician: Spark Electrical - 0404 213 806 or Electracare – 1300 905 067

Step 4 – If you have not been able to make contact with the agent or the nominated repairer to notify them of the need for an emergency repair, as a tenant you may arrange for a suitably qualified person to make emergency repairs, upto the maximum value of 4 weeks rent.

*If your situation is NOT classed as an emergency repair and a tradesman is called out to attend the invoice will be forwarded to you for payment.

See over...



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IMPORTANT INFORMATION

For situations arising from severe weather events, please contact State Emergency Services on **132 500**

For other serious events such as fire, break in's etc, please contact Emergency Services on **000**

For non-urgent matters where you may require a Police presence, please contact Policelink on **131 444**

