

Please note that if you go ahead with a repair that is NOT AN EMERGENCY the Owner is NOT obliged to pay for any expenses incurred. Furthermore, should the damage be caused by you, your family, or visitors, you are responsible for all costs incurred.

DEFINITION: An emergency is a situation that may harm a person or may cause damage to a property if left unattended. This includes broken windows and locks that breach the security of the property. (Note: Air – conditioning) units are not classified as an emergency repair). While our members can only **guarantee availability during normal office hours.** If you are faced with an emergency, and are unable to contact your Asset Manager, please see the following guidelines.

Hot Water Systems:

Heat Pumps

If you are in an apartment, please firstly check with the Building Manager and neighbors to ascertain if there is a fault with the Building’s hot water system.

Gas Hws

Please check first that the pilot light is on, particularly in windy weather along with checking that the gas supply is coming through if not lighting.

Electric Hws

Please check the RCD trip switch.

For All Bursts Tanks – turn off water supply at isolation vale and electrics, minimize water ingress.

Renewed Electrical 0433 147 599
Stellar Plumbing 0409 290 933

Gas & Plumbing Issues

If your gas supply has been disconnected then please call your gas provider (Alinta, Kleenheat, AGL etc.) first to find out why, as it may be due to an unpaid bill. If this is not the case, please call our plumbers.

Stellar Plumbing 0409 290 933
Fortis Plumbing 0413 858 944

Burst pipework

If a burst pipe or a serious water leak occurs. Immediately turn off all water at the isolation valve within the apartment or building and call our plumber. Endeavour to minimize water ingress as best as possible by way of buckets, mop up water off wood floors. *(Please note that a small tap leaks will not be attended to outside normal business hours).*

Stellar Plumbing 0409 290 933
Fortis Plumbing 0413 858 944

Electrical Issues

Synergy – power failures and outages 131351

If you are in an apartment, please firstly check with the Building Manager and your neighbors to ascertain if there is a fault within the Building.

Please check your RCD box for any tripped switches. Should power cut out, please disconnect all appliances inside and outside the apartment, Re-connect one appliance at a time, if the power stays on after each new appliance is connected continue to re-connect all appliances. If the power cuts out again after connecting an appliance this will be the cause of the problem and must NOT be used again. If an electrician is called and the fault is found to be one of your own appliances which has caused the issue you will be responsible for the electrician’s account. If there is still a problem after completing the above sequences, please call our electricians.

Renewed Electrical 0433 147 599
Mactec Electrical 0400 525 646

Stove/Oven

Electric Stoves & Ovens

Please ensure you have not switched off the power at the wall accidently. If it still not working, then call our Technician to assist to troubleshoot.

Gas Stoves

Please check your gas supply first, if this fine then try to light the stove with an ignition lighter. If still not working call our technician

Modern Appliances 0407 378 819

Locked out, Lost Keys & Locks

We strongly suggest you make yourself known to your neighbors who can assist you with access to your floor level in the event you have lost or misplaced your Remote/Fob.

Please note that Building Managers and Strata Companies will not be available during the break to arrange new remotes/fobs for you. If you have locked yourself out of your apartment or property, you are responsible to gain access and ask that you contact our Locksmith directly.

Guardian Lock & Safe 0418 908 753

Break in and Broken Windows

Report the break-in to the police as 131 4444 and obtain a police report number. If you do not supply us with this report number, the cost of all repairs will be yours.

If the property is not secure, please call our glazier directly. Please ask them to send the report and account directly to Realestate 88. Report all damages in writing to Realestate 88 as soon as possible by way of email to your Asset Manager. *(if the glass breakage is not due to a break in but to you, your family or visitors’ actions, they must settle all accounts directly with the glazier).*

Action Glass 9249 2429

Severe Storm Damage

Please call State Emergency Services on 132 500.

General Emergency Numbers

Police	131 444
Gas -Alinta	13 13 52
Electrical Synergy	13 13 51
Water Corporation	13 30 75
St John’s Ambulance	13 11 26
Emergency	000