



EMERGENCY PLAN FOR TENANT

During your tenancy you may encounter an emergency situation.

An emergency is defined as something that may cause more damage to the property, harm someone , or may cause more damage if left unattended.

As our managers are only contactable during office hours, you will need to use the following procedure.

BREAK OR DAMAGE TO GLASS

In the case of a break in you will need to contact the police.

The police will then give you a police report number which you are required to give to the property manager as soon as possible. Without this number we cannot make an insurance claim and the cost of the repair will be at your own expense.

If there is further damage besides glass damage to the property please let the property manager know as soon as possible

Below are the contact numbers for recommended glaziers.

You may use the below contractor if you cannot get hold of the property manager:

- Matta Glass – 0419 593 330

You may instruct the glazier to forward the invoice directly to our office.

If the glass breakage is the result of an act attributable to yourself, you may call a glazier to repair the broken glass but the cost of the repair will be at your own expense.

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HOT WATER SYSTEM STOPS WORKING

If your property has a gas hot water system, check that the pilot light is on.

Step 1: Verify that the main gas valve at the meter box is turned ON.

Step 2: Locate and follow the specific relighting instructions printed on the inside panel or side of the Hot Water System (HWS).

Step 3: If the property has recently been vacant, air may be trapped in the lines. Press and hold the pilot ignition button firmly for 5 to 10 minutes to allow gas to clear the line before sparking.

Step 4: If the pilot light fails to ignite, wait 5 minutes for any residual gas to dissipate safely before attempting the cycle again.

If it is after hours and you cannot contact the property manager please contact one of the following contractors:

- Gasquip Pty Ltd – 0412 855 531
- Triumph Plumbing – 0468 963 567

Please note if the issue is a leak please call one of the above stated plumbers.

ELECTRICAL PROBLEM THAT MAY CAUSE HARM TO TENANT

You may contact below electricians:

Lumos Electrical – 0402 604 363

Iluka Electrics - 0476258284

LOST KEYS OR LOCKED INSIDE THE PROPERTY

Accidental lockouts or misplaced keys are the strict financial responsibility of the tenant.

During standard business hours, you may borrow our office management set by presenting a valid photo ID (keys must be returned the same day).

After hours, property managers cannot assist with lockouts; you must contact an approved emergency locksmith directly at your own expense.

Below is our recommended locksmiths:

- Guardian Lock and Safe – 0418 908 753
- Ultimate Lock & Security – 0481 365 802

SEVERE STORM DAMAGE/SEVERE DAMAGE TO PROPERTY

In the event of severe storm damage or significant structural issues at the property, please follow these steps immediately:

Step 1: Assess and Address Immediate Injuries

- If anyone is injured, call an ambulance immediately on 000 before taking any other action.

Step 2: Check the Time / Contact Management

- During Business Hours: Contact your Property Manager directly at the office.
- After Business Hours: If you are unable to reach your property manager due to an after-hours emergency, proceed with the emergency steps below.

Step 3: Mitigate Further Damage (Utility Isolation)

- For Burst Water Pipes: Immediately turn off the water at the main supply valve to prevent flooding, then contact Mr Blockage Plumbing and Gas on 9375 1499 or 0415 478 648.
- For Urgent Electrical Damage: Safely turn off the electricity at the main switchboard/meter box, then contact Mactec Electrical on 6169 1679.

Step 4: Contact Emergency Services for Structural/ Storm Support

- For severe structural damage, active flooding, or weather-induced hazards, contact the State Emergency Service (SES) on 1300 130 039.