

EMERGENCY REPAIRS

If you have an emergency repair contact your property agent directly first, If the landlord/agent cannot be contacted. You can go ahead and organised the trades person on our trusted emergency trade list below. emergency trades must not cost more than \$1,000 or you may not get your money back – the landlord is only required to pay you for any reasonable costs up to \$1,000.

Emergency repairs are classified as the following:

- a burst water pipe
 - a gas leak
 - an appliance or fixture (such as a tap) that is not working or broken and is causing a substantial waste of water
 - a blocked or broken toilet
 - a serious roof leak
 - a dangerous electrical fault
- serious damage by flood, storm or fire

If you have had to organise an emergency trade you must be able to prove the following:

- the problem was not your fault
- you made a 'reasonable' attempt to contact the landlord/agent
- you gave them a 'reasonable' chance to do the repairs
- the repairs were carried out by a repair person named in your tenancy agreement (if possible) or by a licensed or qualified tradesperson
- You must give the landlord/agent written notice about the repairs, costs and copies of receipts.

EMERGENCY CONTACTS

ELECTRICAL

MATTARD ELECTRICAL - MATTHEW - 0402 297 364

PLUMBING

PLUMBMASTER - DANIEL - 0430 054 007

LOCKSMITH

LOCKRITE LOCKSMITH - JEFFREY - 0400 603 020

EMERGENCY SERVICES

POLICE, AMBULANCE, FIRE - **000**

SES - EMERGENCY SERVICES

FLOOD, STORM, TSUNAMI - **132 500**

SYDNEY WATER

13 20 92