



PROCEDURE FOR URGENT REPAIRS

IN CASE OF A FIRE, BREAK-IN OR RISK OF SERIOUS INJURY, PLEASE CALL 000

PLEASE ONLY USE THESE INSTRUCTIONS IF THE OFFICE IS CLOSED OR IF YOU ARE UNABLE TO CONTACT YOUR PROPERTY MANAGER

PLEASE FOLLOW THESE INSTRUCTIONS WHEN: -

- (a) Have **no power** – first check to see if your neighbours have power. It may be that power is out in your area and will be restored shortly. It may also be a problem for Essential Energy or your power supplier, the number is in the Yellow Pages. Please proceed to speak with them first before you contact our electrician **Dee Cee Electrics 60217799**
- (b) Have **no hot water** – Firstly, is it gas or electric? Do you have water and it is not hot or do you have no water at all? If no water, please contact our plumber **Tonkin Plumbing - 0423 559 069**. If you cannot get in contact with them, please use the Yellow Pages and get a plumber who is fully licenced to do the work and have them send the account to BDM Leasing. Please use the plumber if you have a gas hot water unit. If you have water and it is not hot and your unit is electric, please contact our electrician **Dee Cee Electrics 60217799**. Again if you are unable to contact these contractors, please use the Yellow Pages and engage a fully licenced electrician to do the work.
- (c) Have a **serious water leak or sewage problem** or no operational toilet. Please contact **Tonkin Plumbing - 0423 559 069** or a fully licenced plumber.
- (d) Have a **broken window**. If you or a visitor has damaged the window you are fully responsible for the cost to have it repaired. If it has been damaged by a person unknown, a police report number must be issued to the agent when the office re opens. As the property must be secure, please contact our glazier and have the window/glass door repaired by **Grace Glass - 6040 1919**. Again if unable to contact Grace Glass please use the Yellow Pages and engage a qualified, licensed glazier to repair.
- (e) Have had a **break and enter**. Please report it to the police immediately. They will issue you a police report number. You must provide us with a copy of this. To ensure the property is secure ie. damaged door locks, windows etc. engage our resident tradesman **RG's Maintenance – Ryan O'Keefe - 0404 496 456**.
- (f) **Lock yourself out**. Please call a locksmith **Bee Burtons – 6040 9525** or another locksmith. Please understand this will be your cost, not the owners.

Please call the office at first opportunity to advise your property manager you have organised a tradesperson to attend out of business hours