

# Repair Procedures

PLACE PROJECTS RENTALS | 2018

## IMPORTANT

Please determine if the repair is classed as an emergency or a routine repair as per criteria below.

## OFFICE HOURS

Our office hours are 8:30am – 5:30pm Monday to Friday (closed on all Weekends and Public Holidays).

If it is during office hours, please contact your Property Manager direct (contact provided in your tenant pack) or the Place Projects office on 3107 9223.

If it is outside office hours, please refer to the recommended After Hours guide and contacts below.

## LOCK OUTS

If it is during office hours, please come to our office and collect our management set of keys to gain access to your property and then promptly return keys to our office.

If it is outside office hours, contact your Property Manager who if possible, will collect the key from our office and let you in. Please note you will be charged a \$150 on the spot payment for this service.

If you are unable to contact your Property Manager or your Property Manager cannot attend, please call a locksmith to let you in. The cost of the locksmith is a tenant cost.

Should your property have registered keys and the locksmith changes the lock for any reason, it will be the responsibility of the tenant to have the lock reinstated to a registered lock.

## EMERGENCIES

The following items are considered emergencies as per the Act -

- a burst water service or serious water leak
- a blocked or broken toilet
- 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
- a failure or breakdown of an essential service or appliance on the property for hot water or cooking
- a fault or damage that makes the property unsafe or insecure
- a fault or damage likely to injure a person, damage property or unduly inconvenience
- a serious fault in a staircase, lift or other common area of the property that unduly inconveniences a tenant in gaining access or using the property

All other repairs not listed above are considered routine repairs.

## AFTER HOURS CONTACTS

ELECTRICAL | Ehlerth Electrical - 0423 212 311 or 0405 715 522

PLUMBING | Goanna Plumbing - 0425 433 123 or 07 3177 3319

LOCK SMITH | ESL Lock Smiths - 07 3395 5788

SES EMERGENCY | Flooding or Storm Damage - 132 500

If the repair is deemed as an emergency repair, the cost of such repair will be passed onto the landlord of the property.

If you were unable to contact the recommended repairers and used alternate tradespeople, if you were required to pay at the time of the repair, please forward the invoice along with your bank details to your Property Manager for a refund.