



## **After Hours Emergency (ONLY)**

Should you not be able to contact your Property Manager in the event of an **after hours emergency** please engage the following trades people and advise our office as soon as possible. If a tradesman is called out after hours and the issue is deemed non-urgent, costs incurred for the call-out fee will be forwarded back to the tenant.

### **After hours emergency repairs contact list:**

- Electrician - Topline Electrics – Calvin 0419 255 543
- Plumber/Gas/Other emergency repairs - All Clear Plumbing [jacques@allclearplumbing.net.au](mailto:jacques@allclearplumbing.net.au) 0401 944 866 (Jacques)
- Locksmith - Patterson Locksmiths - 1300061730 (Tom)
- Glazier - O'Brien Glass 1800060007 - BCI Glass 0411551262
- Water Faults - Please contact the water authority for your area
- South East Water - 132812
- Yarra Valley Water - 132762
- City West Water - 132642

### **Anything on this list is legally defined as an urgent repair:**

- burst water service
- blocked or broken toilet system
- serious roof leak
- gas leak
- dangerous electrical fault
- flooding or serious flood damage
- serious storm or fire damage
- an essential service or appliance for hot water, water, cooking, heating, or laundering is not working
- the gas, electricity or water supply is not working
- a cooling/heating appliance or service provided by the rental provider is not working
- the property does not meet [minimum standards](#)
- a safety-related device, such as a smoke alarm or pool fence, is not working
- any fault or damage in the property that makes it unsafe or insecure, including [pests, mould or damp](#) caused by or related to the building structure
- a serious problem with a lift or staircase

**General Maintenance** - all general maintenance requests must be submitted in writing (via email) to [propertymanagement@conquestea.com.au](mailto:propertymanagement@conquestea.com.au)

If it is deemed that the maintenance requested is inaccurate and no fault is found, all call-out fees will be passed back to the tenant and will be the responsibility of the tenant to pay directly.