

## **URGENT REPAIRS**

During your tenancy you may encounter maintenance that requires urgent action and a tradesperson will be needed after hours.

Procedures regarding urgent repairs can be found on page 21 of Your Rights & Duties booklet enclosed in your handover pack at the beginning of your tenancy.

### **WHAT COUNTS AS URGENT REPAIRS? CAN IT WAIT?**

An urgent repair is any work necessary for repair of remedy:

- A burst water service
- A blocked or broken lavatory system
- A serious roof leak
- A gas leak
- A dangerous electrical fault
- Flooding or serious flood damage
- Serious storm or fire damage
- A failure or breakdown of any essential service or appliance provided by the landlord for water, hot water, cooking, heating or laundry purposes
- A failure or breakdown of the gas, electricity or water supply
- An appliance, fitting or fixture, provided by the landlord, which is not working properly and causes a substantial amount of water to be wasted
- Any fault or damage that makes the rented premises unsafe or insecure
- A serious fault in a lift or staircase in a rented premises

### **CONTACT THE AGENT**

Should you have an emergency please call Rentals on [0448 962 870](tel:0448962870), and the names of the appropriate tradesperson/s will be forwarded for you to call. The trade will assess the problem with you over the phone, before choosing a course of action; whether it be immediate, or can wait until a suitable hour. The next day, we ask that you contact your Property Manager by email or phone and update them on the maintenance issue that occurred: E - [rentals@victoriare.com.au](mailto:rentals@victoriare.com.au)

### **BE CAREFUL**

Please understand that if a fault occurs after hours, these callouts can be extremely expensive for the landlord, so be sure the fault is a real emergency, otherwise you may find yourself liable for the entire cost of the afterhours callout for repair. A broken element on a stove, a power point not working, or a roof leak that could wait till the following day, are examples of jobs that **do not constitute emergency repairs.**

## **TRADESPEOPLE**

If you have not received a return call from Victoria Real Estate Agency within a reasonable time frame, listed below are several our tradespeople we frequently use and trust. Note that any repairs carried out without the consent/approval from Victoria Real Estate Agency will be the sole responsibility of the tenant until the landlord accepts liability.

If you decide to use other tradespeople, they will more than likely expect payment from you upon completion of the works. As Victoria Real Estate Agency do not hold funds, it may take up to 28 days before reimbursement can be made.

ELECTRICIAN:	WILPOWER	0412 162 304
PLUMBER:	AFI PLUMBING	0402 886 262
LOCKSMITH:	LOCKS UNLIMITED	0411 493 550
	CITY WEST LOCKSMITHS	0414 930 586
HANDYMAN:	JOE'S HANDS ON SERVICE	0409 386 353

If you need to communicate with our office regarding maintenance and/or urgent repairs, please use the following contacts:

E: [rentals@victoriare.com.au](mailto:rentals@victoriare.com.au)

P: 0448 962 870

We sincerely hope that you never find yourself in a position to need to utilize this information.