

Emergency Procedures & Lock Outs.

Our office hours are 8:00am to 4:30pm Monday – Friday (Closed on Weekends and Public Holidays)

LOCK OUTS

During business hours, please come to the office and collect our management set of keys to gain access to your property and then promptly return the keys to our office on the same day as collection.

Outside of business hours, if you are unable to contact your Property Manager, please call a locksmith to let you in. **The cost of the locksmith will be at the Tenant's expense.** Should your property have registered keys and the locksmith has to change the lock for any reason, it will be the responsibility of the tenant to have the lock reinstated to a registered lock. **For any locks that have to be changed, it is the Tenants responsibility to supply a new set of keys to the Property Manager within 7 days of the locks being replaced.**

EMERGENCIES

If the emergency occurs **during Office hours**, please contact your Property Manager direct on the contact details provided or the Place Projects office on 07 3107 9223.

If the emergency occurs **outside of Office hours**, please contact one of the below nominated repairers. Please determine if the damage is classed as an emergency or a routine repair. Emergency repairs are listed below as provided by the RTA.

- a burst water service or a serious water service leak
- a serious roof leak
- a dangerous electrical fault
- serious storm, fire or impact damage
- a failure or breakdown of an essential service e.g. gas, electricity or water supply
- a fault or damage that makes the property unsafe and/or insecure
- a fault or damage likely to injure a person, damage property or unduly inconvenience a tenant
- a serious fault in a staircase, lift or other common area of the property that unduly inconveniences a tenant in gaining access to, or using, the property.
- a blocked or broken toilet
- a gas leak
- flooding or serious flood damage

All other repairs not listed above are considered routine repairs and can wait for normal business hours. If the repair is deemed an emergency and the tenant pays the repairer they need to give all receipts to the property manager for reimbursement. Alternatively, the tenant may ask the property manager to pay the repairer directly by forwarding the invoice to the property manager.

For Emergencies call Place Projects | Rachel Halemai – 0499 710 848

NOMINATED REPAIRERS

ELECTRICAL | Ehlert Electrical - 1800 940 413 | AH: 0423 212 311

PLUMBING | Goanna Plumbing - 0425 433 123 | AH: 0425 433 123

LOCK SMITH | ESL Locksmiths - 1300 375 562 | AH: 0438 172 890

SES EMERGENCY | Flooding or Storm Damage - 132 500

SMOKE ALARM SOLUTIONS | 1300 852 301 | EMERGENCY 24/7: 1300 853 612