

CHRISTMAS PERIOD

WHAT TO DO IN AN URGENT REPAIR SITUATION

A. Is it an Urgent Repair?

Not all repairs are Urgent Repairs and are defined in your lease agreement. Firstly, please ensure that the situation is in fact an Urgent Repair.

The following is an excerpt of the relevant sections of your lease agreement which define what an urgent repair is:

22. **Urgent repairs** are defined by the *Residential Tenancies Act 1987* and fall into 2 categories: repairs that are necessary for the supply or restoration of an essential service and other urgent repairs.

Essential services are listed in the *Residential Tenancies Regulations 1989* as electricity, gas, a functioning refrigerator (if one is provided with the premises), waste water management treatment and water (including the supply of hot water). Arrangements for repairs that are necessary to supply or restore an essential service must be made with a suitable repairer within 24 hours. Other urgent repairs are those that are not an essential service, but may nevertheless cause damage to the premises, injure a person or cause undue hardship or inconvenience to the tenant. Arrangements for these repairs must be made within 48 hours.

The following are examples NOT considered urgent repairs & may wait until we re-open

- Lost Keys or Keys Locked Inside the House
- Leaking/Dripping Taps
- Fences Blown Over
- Trouble with reticulation (please hand water in the meantime)
- General repairs and maintenance
- Stove/Oven not working

Loss of Keys or Locked Out

This is the responsibility of the Tenant to organise and pay for a locksmith. You are required to report the incident to our office accordingly, and if key replacement was carried out, 1 copy of the new key is to be provided to our office.

B. Common Faults/Solutions

Over the years we have seen some very common faults occur time and time again. For your convenience we have compiled a list of some common faults and information as to what to do in each situation.

ELECTRICAL FAULTS

1. First check that the power has not gone out in the neighbourhood.
2. Check electrical meter box that RCD has not tripped and turned off your power.
3. If power continues to trip (RCD switch continues to turn off) please do the following:
 - a. Find out if it is on the light or the power point circuit. Eg. If lights are on and power points are off then it is the power point circuit.

- b. If it is the power point circuit, please turn off ALL power points at the wall, this is done to determine if you have a faulty appliance causing the power to short circuit, including air-conditioners, fridges, washing machines.
 - c. Turn power on in the meter box and turn on each power point one by one to determine which appliance is causing the short circuit if any.
 - d. Do the same if it is the light circuit by turning off all light switches including outside lights.
 - e. Please ensure if you have a powered shed that you turn the power off in the shed too.
4. If electricity continues to trip there may be an internal fault with the wiring that is the responsibility of the Owner.
 5. Please contact the authorised contractor (Lumos) to arrange repair during normal business hours. Check Western Power fault helpline or go on their website.
 6. **Please note, if the electrical fault is discovered to be caused by you as the Tenant, then you will be responsible for the call out fee and/or repair.**

Our Authorised contractor for Electrical work during the Christmas and Holiday period is:

Lumos Electrical Services – Jono
lumos-electrical@hotmail.com
0402604363

Our contractors will not attend to non-urgent repairs requested during our office closure period.
Please contact the above contractors for urgent repair only, if no response has been received from our office during the Christmas and Holiday Period.

GAS FAULTS

1. **Smell of Gas is Strong**
 - a. Check that stove top was not left on.
 - b. Turn Gas off at main supply meter box.
2. **No Gas to the property**
 - a. Check that Gas is turned on at main supply meter box.
3. Please send an email if Gas fault cannot be resolved so that our office can attend within the required 24 hour period.
4. Any gas smell near the water meter – call ATCO Gas for help.
5. **Please note, if the gas fault is discovered to be caused by you as the Tenant, then you will be responsible for the call out fee and/or repair.**

WATER/SEWERAGE FAULT

1. **Water is brown**
 - a. Most likely maintenance work is being done or has been done in the neighbourhood, please check your mail to confirm or call the water corporation on 13 13 75.
2. **No water to the property**
 - a. Check that the water meter is running and hasn't been turned off. Anti-clockwise to turn on, clockwise to turn off.
3. **Water leaking out of a pipe at a rapid rate**
 - a. Immediately turn off water at the water meter, clockwise to turn off.
4. **Toilet Blocked**
 - a. Try and use a plunger to plunge the water.
 - b. Please note that if blocked due to Tenant misuse then the Tenant will be held responsible for all costs.
 - c. Toilets are for human waste and toilet paper only, NO tampons, wet wipes or other objects
 - d. Sinks are for washing waste and NOT food waste or oil.
5. **Hot Water System not Working**
 - a. Check if it is Gas or Electric.
 - b. If electric, check if it is an electrical fault.
 - c. If gas, check that the gas is on and if the pilot light is on.
 - d. Gas Hot Water systems have the instructions on or inside them on how to re-light the pilot light.
6. Please send an email if Water/Sewerage fault cannot be resolved so that our office can attend within the required 24 hour period.
7. Please note, if the Water/Sewerage fault is discovered to be caused by you as the Tenant, then you will be responsible for the call out fee and/or repair.
8. Call Water Corporation for further information on local fault or water disruption in the local area.

Our Authorised contractor for Plumbing, Sewerage and Gas during the Christmas and Holiday period is:

Willetton Plumbing and Gas

Liam
0423 854 687

WV Plumbing and Gas

Tim
0423 267 728

Please contact the above contractor for Urgent/Emergency only, if no response has been received from our office during the Christmas and Holiday Period.

C. Emergency Situation

Burst Gas or Water Pipe: Turn off at mains immediately
Severe Storm Damage: Stay out of harm's way – call SES on 1300 130 039
Break in or Theft: Call the Police on 131 444
For Life threatening situations Call 000

All attempts failed:

The following is an excerpt from the lease agreement about what a tenant must do in the event an Urgent Repair arises:

23. In every tenancy, if the need for urgent repair arises other than as a result of a breach of the agreement by the tenant:
 - 23.1 the tenant is to notify the lessor or the property manager of the need for urgent repairs as soon as practicable; and
 - 23.2 the lessor is to ensure that the repairs are carried out by a suitable repairer as soon as practicable after that notification; and
 - 23.3 if, within 24 hours (in the case of repairs for the supply or restoration of essential services) or 48 hours (in the case of other urgent repairs), the lessor or property manager cannot be contacted, or, having notified the lessor or property manager of the need for the repairs, the lessor fails to ensure that the repairs will be carried out by a suitable repairer as soon as practicable after that notification, the tenant may arrange for the repairs to be carried out by a suitable repairer to the minimum extent necessary to effect those repairs; and
 - 23.4 if a tenant arranges for repairs to be carried out under clause 23.3, the lessor must, as soon as practicable after the repairs are carried out, reimburse the tenant for any reasonable expense incurred by the tenant in arranging for those repairs to be carried out and paying for those repairs.

If all attempts have failed to rectify the situation and Urgent Repairs are still required please call the licensee Simon Oeij on 0402 901 367 as our office will be uncontactable during the Christmas break.