

Emergency Trades & Maintenance

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REPAIRS AND MAINTENANCE

The best way to report all maintenance is via the tenant portal or via email to your Portfolio Manager.

Please note that our aim is to action your maintenance as quickly as possible however for non-urgent maintenance, we are required to seek the owner's permission before doing so, your patience is appreciated. If any reported maintenance is found to be caused due to user fault or incorrect use of appliances the cost will be the responsibility of the tenant.

EMERGENCY REPAIRS AND AFTER-HOURS PROTOCOL

Please remember to contact ActewAGL, Icon Water, or Evo Energy before calling a plumber or electrician as the fault may be with the supplier and not the property.

ARE YOU IN A STRATA COMMUNITY/BODY CORPORATE – LIKE AN APARTMENT OR TOWNHOUSE?

If you live in a strata community its important you contact your strata/building manager to request urgent assistance – failure to do so may result in you having to pay a call out or repair fee. If you're unsure, please contact your property manager for assistance.

STRATA COMPANY	PHONE	EMAIL
Vantage Strata	(02) 6171 9700	info@vantagestrata.com.au
Civium Strata	(02) 6162 0681	enquiries@civium.com.au
Signature Strata	**Phone:** (02) 6185 0347 **After Hours Emergency only:** 0401 599 334	info@signaturestrata.com.au
LMM Solutions	**Main Number:** (02) 5110 3200 **After Hours:** 0409 989 108	enquiries@LMMsolutions.com.au
LJ Hooker Strata	1800 383 333	strata.act@ljhooker.com.au
Capital Strata	(02) 6258 5979	mail@capitalstrata.com.au
Link Strata	(02) 6260 3722	admin@linkservices.com.au
First Choice Strata	(02) 6241 4000	info@firstchoicestrata.com
Grady Strata	(02) 6251 1214	office@gradystrata.com.au
Whittles Strata	**Phone:** (02) 5131 2600 **After hours:** 1300 888 275	info.canberra@whittles.com.au
Bright & Duggan	**Phone:** (02) 6156 3305 **After hours:** 1300 092 863	customercare@bright-duggan.com.au



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THE FOLLOWING ARE CONSIDERED URGENT REPAIRS

1. A burst water service
2. A blocked or broken lavatory system
3. A serious roof leak
4. A gas leak
5. A dangerous electrical fault
6. Flooding or serious flood damage
7. Serious storm or fire damage
8. A failure of gas, electricity or water supply to the premises
9. The failure of a refrigerator supplied with the premises
10. A failure or breakdown of any service on the premises essential for hot water, cooking, heating or laundering; A fault or damage that causes the residential premises to be unsafe or insecure;
11. A fault or damage likely to cause injury to person or property;
12. A serious fault in any door, staircase, lift, or other common areas which inhibits or unduly inconveniences the tenant in gaining access to and use of the premises.

If you need to organise repairs after business hours please ensure that you notify your Portfolio Manager via the tenant portal or email to advise of the works you have arranged, to ensure we can notify the landlord at the earliest opportunity.

Our preferred emergency tradespeople are noted below, if you are unable to get a hold of these tradesmen, please source other trades that can arrange the repairs immediately.

EMERGENCY TRADES	
SES (For help in floods or storms): **132 500**	APEXX Plumbing & Gas: **0402 092 026**
Evoenergy (electrical): **13 10 93**	Capital Home Electrical: **02 6100 2353**
Evoenergy (gas): **13 19 09**	N2 Electrical: **0466 888 914**
Icon Water: **(02) 6248 3111**	Night & Day Locksmiths: **(02) 6290 1938**
Smoke Alarm Support (Smoke Alarms Australia): **1300 125 276**	ACT Mobile Locksmiths: **0411 249 676**
C&R Projects Plumbing & Gas: **0418 709 983**	P&P Property Maintenance (bio hazard cleaning): **0410 571 230**
All Day Plumbing & Gas: **(02) 6189 1799**	Steamatic (water extraction only): **02 6242 0856**