

Urgent repairs

Tenants must report ALL repairs and maintenance, including urgent repairs, without delay to Independent Property Management on 6209 1555 or via e-mail at pmenquiry@independent.com.au.

The specified Urgent Repairs as set out in the Residential Tenancies Act 1997, clause 60 are as follows:

- A burst water system
- 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 of gas, electricity or water supply to the premises
- The failure of a refrigerator supplied with the premises
- 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
- A fault or damage likely to cause injury to person or property
- A serious fault in any door, staircase, lift or other common area which inhibits or unduly inconveniences the tenant in gaining access to and use of the premises

In the event of one of the above urgent repairs occurring **outside of office hours** (between 5pm and 8am Monday to Friday and 24/7 on Saturday, Sunday and Public Holidays), the tenant must comply with the following procedure:

(a) Call the after hours support phone line on **6209 5060** and provide the following

1. Your full name (please note you must be on the lease to report urgent repairs)
2. The address of your property
3. Your best contact number
4. Details on what the problem is

(b) Once you have reported the urgent repair please email your Tenancy Manager to inform them of the action you have taken.

In the case of an emergency please call 000 for fire, police and ambulance or the SES on 132 500

Should there be a failure of supply to the premises of gas, call ActewAGL on 131 909, or water, call ACTEW on 131 093

PLEASE NOTE

For garage faults: If the garage door motor is faulty, please use the manual function and report the fault to Independent Property Management the next business day.

For remote controls: If remotes are lost, damaged or locked in motor vehicles or the property, please call a locksmith. Tenants are responsible for all costs incurred with this.