

IN CASE OF EMERGENCIES

From time to time emergencies may arise at your property.

IF YOUR EMERGENCY IS:

DURING BUSINESS HOURS please contact the office directly on **8231 5407**

AFTER HOURS please contact our emergency mobile number on **0402 256 368**.

We recommend you put both of these numbers into the contacts of your phone to ensure you have access to the numbers when you need them.

What is an emergency:

- * Burst hot water service or pipes—**Turn water off at mains to avoid damage/waste**
- * Blocked or broken toilet system
- * Electrical fault—unplug any suspect appliances, check fuse box
- * Gas leak
- * Serious roof leak
- * Flooding or serious flood damage
- * Serious storm or fire damage
- * Fault to stairs, safety fences, balconies etc
- * Any fault or damage that makes the premises unsafe or unsecured
- * Failure or breakdown of any essential service or appliance provided by the Landlord (eg gas, electricity or water supply)

In case of fire call 000

Should you not be able to raise a team member after hours and you need to seek urgent assistance please contact:

- | | |
|--|---|
| <ul style="list-style-type: none"> * PLATINUM PLUMBING & GAS * WILLS PLUMBING * NORMANS LOCKSMITHS | <p>0400 651 094
0447 330 110
0416 003 535 (Sam Norman)</p> |
|--|---|



IMPORTANT CONTACTS

- | | |
|--|---|
| <p>POLICE ASSISTANCE
EMERGENCY SERVICES
SA WATER
SA POWER NETWORKS
www.sapowernetworks.com.au/centric/customers/power_outages.jsp
AUSTRALIAN GAS NETWORKS</p> | <p>131 444
000
1300 883 121
131 366
1800 GAS LEAK (1800 427 532)</p> |
|--|---|



FURTHER CONSIDERATIONS:

- * Non urgent maintenance is to be put in writing to your property manager please fill out our online maintenance request form.
- * Try to troubleshoot first :
 - No water, check your mains, check the SA Water website.
 - No power, check your mains switch or SA Power networks for outages.