

AFTER
HOURS
EMERGENCY
PLAN FOR
TENANTS

saat
property group

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EMERGENCY LINE

0430 625 100

AFTER HOURS/EMERGENCY PLAN FOR TENANTS

For urgent repair issues outside of office hours, **please contact the emergency number on their mobile.** If they do not respond to you immediately, please leave a clear voice and text message outlining the maintenance issue and provide your name, number and address. Your property manager will respond within 24 hours.



In all cases please
attempt to contact the
emergency line first

0430 625 100

Please note that if you arrange any repairs without permission, or if the repairs are NOT considered to be urgent, the owner is NOT obligated to pay for any expenses incurred, and you will be liable for any invoices. If any maintenance is carried out at the property and you are found to be at fault, you will also be liable for any expenses incurred.

WHAT CONSTITUTES URGENT REPAIRS

Urgent repairs are those required to restore an essential service, or to prevent immediate harm/injury and/or damage to property.

Urgent repairs, in relation to residential premises, means repairs to the premises that are necessary;

For the supply or restoration of a service prescribed as an essential service (water supply, electrical supply, sewerage management systems); or

To avoid;

exposing a person to the risk of injury

exposing property to damage

- causing the tenant undue hardship or inconvenience
-

Residential Tenancies Act 1987 - Section 43

EMERGENCY CONTACT INFO

POLICE/AMBULANCE/FIRE - 000

POLICE - 13 14 44

STATE EMERGENCY SERVICE (SES) - 13 25 00

ALINTA GAS - 13 13 52

WATER CORP - 13 13 75

WESTERN POWER - 13 13 51

WHAT IS NOT CONSIDERED URGENT REPAIRS?

The following situations are NOT considered urgent and will not be attended to outside of normal business hours. If you have a fault with any of these items below please report the matter via email to your property manager.

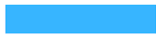
- Air conditioning not working
- Blocked toilet (if there is another on the property)
- Blocked drains including showers and basins
- Cooktop/oven not heating/working
- Reticulation leaks
- Dripping taps
- Loss of electricity to part of the house

KEYS LOST OR LOCKED INSIDE

If you lose your keys or lock them inside during business hours, you may request a loan of the agents office set of keys. You will be required to provide adequate I.D. showing that you are the current tenant. Keys then must be returned within 24 hours.

If you need access to the property outside of business hours you may contact a locksmith directly, however you will be responsible for any charges incurred.

POWER OUTAGE



Should you lose power please check the following before contacting your property manager.

STEP 1

CONTACT WESTERN POWER

There is an online register of power outages.

STEP 2

Conduct a visual inspection of meter board/RCD's).
Push test button, and check switches are on.

POSSIBLE SITAUTIONS

Situation 1

If no RCD's trip when you push the test button; this means you have a supply issue. Call Western Power and inform them you have lost power.

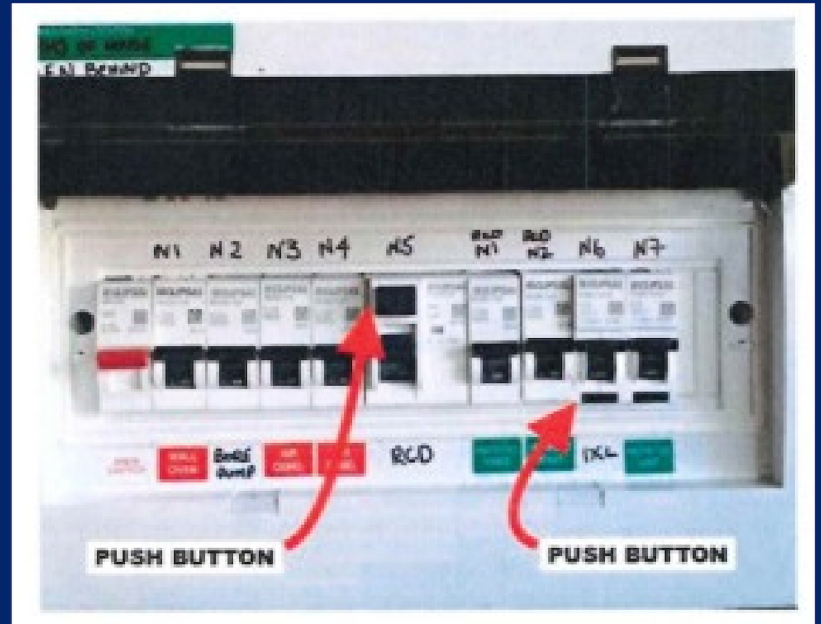
Situation 2

If all RCD's trip; that means that the fault is one that cannot be repaired. Contact PM to arrange an electrician.

Situation 3

If one RCD has tripped and will not reset; this indicates a fault on the circuit being protected by the RCD. You will need to unplug ALL appliances. Once you have done this reset the RCD. Plug in the appliances one by one to determine if any appliances are tripping the power.

POWER OUTAGE



IF YOUR RCD RESETS

We suggest you plug a stereo or something you can hear into the wall socket that was not working before and turn the sound on so you can hear it everywhere in your house.

Then plug all other appliances in until the stereo stops. Leave that item unplugged and reset your RCD.

IF YOUR RCD DOES NOT RESET

That means that the fault is one that cannot be repaired. Contact PM to arrange an electrician.

**Contact Western Power
for more info**

www.westernpower.com.au

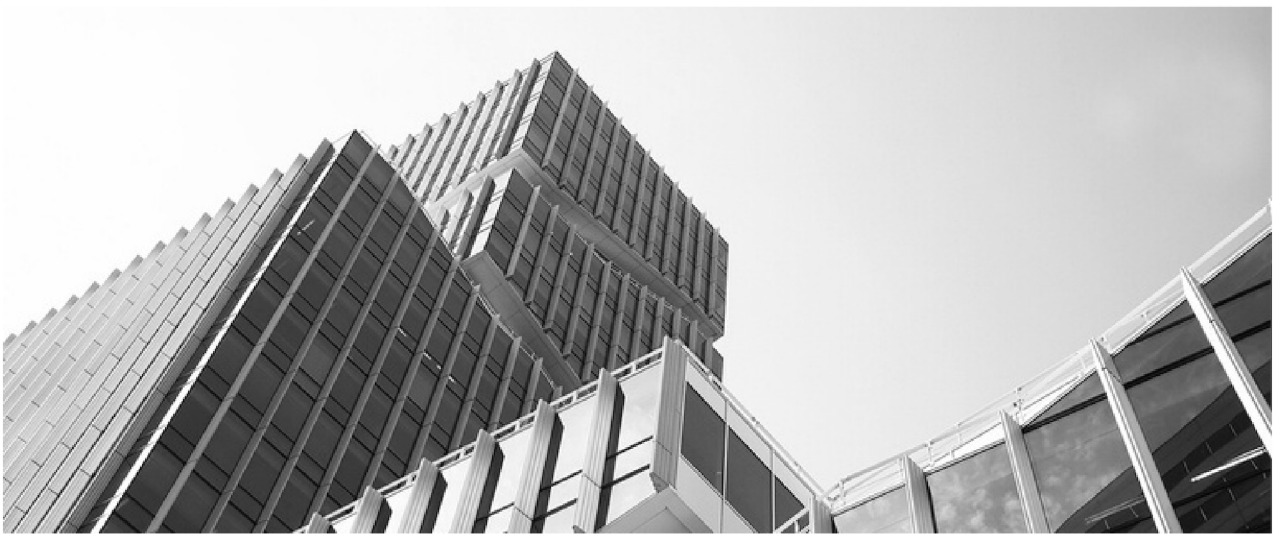
BREAK INS AND DAMAGE TO GLASS

Immediately contact the police and report the break in or damage. The police will provide you with a report number. Provide this number to the office the next business day for insurance purposes.

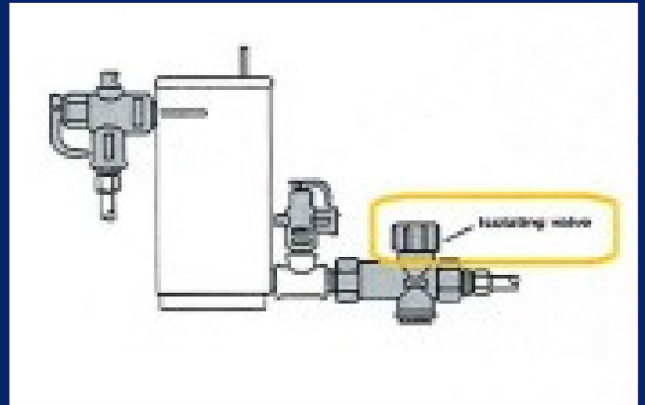
If the security of the property is compromised, contact the emergency line 0420 855 100.

If you cannot reach this line, you may contact an after hours glazier to secure the property. Ensure you have contacted the police first and have the report number, as if not you will be liable for any costs incurred.

If glass breakage is due to yourself or guests you may call a glazier, but be aware this will be at your own expense.



HOT WATER SYSTEMS



Should you lose hot water please check the following before contacting your PM;

GAS HOT WATER SYSTEM

Check if pilot light is lit. There are many videos available on Youtube that can assist you in this process. Also, if you call a plumber , they can walk you through it.

ELECTRIC HOT WATER SYSTEM

Check the main switch and/or circuit breaker is turned on (see Power Outages).

If water is leaking from the bottom of the hot water unit and continues to run, please find the isolation tap next to the hot water unit.

Turn this off to stop the water flow. Then please contact your PM.

GAS LEAKS & BURST PIPES



GAS LEAK

Locate the gas meter box and immediately turn off the gas to the property. This is usually located at the front or side of the property. Please ensure you have looked for the meter box thoroughly before contacting Salt.

Contact Alinta Gas immediately (13 13 52), then call your PM or emergency line.

BURST PIPE

Locate the water meter and turn off the water immediately. This is usually located at the front or side of the property.

Contact Water Corp immediately (13 13 52), then call your PM or emergency line to advise them.

SEVERE STORM DAMAGE

This is considered an emergency situation only if the home is unable to be secured or if there is dangerous structural damage.

In an event such as this, take the following steps;

- In the event of injury to yourself or others contact emergency services on 000.

- If there are any burst water pipes, TURN THE WATER OFF AT THE MAINS.

- If there is any electrical damage, TURN THE POWER OFF IN THE MAINS BOX.

- If there is any major structural damage to the house, such as a collapsed or falling roof, call the SES (State Emergency Service) on 1300 130 039.

If there is any major structural damage, do not enter the property. It may be necessary for you to seek alternate accommodation. Please contact the emergency line immediately.



EMERGENCY NUMBERS

**SALT EMERGENCY LINE
0430 625 100**

**24 HR GLAZIER
PROMPT GLASS (CONTACT PM FIRST)
9330 5555**

**24 HR LOCKSMITH
GUV'NOR LOCKSMITHS
6555 7792**

**24HR PLUMBING
BROWNS PLUMBING
9330 5786**

**24HR ELECTRICAL
BARA ELECTRICAL
6206 6899**

**WESTERN POWER
13 13 75**

**ALINTA GAS
13 13 52**

