



WHAT IS AN EMERGENCY?

Emergency repairs

The Act states emergency repairs are:

- a burst water service or a serious water service leak
- a blocked or broken lavatory system or fittings
- a serious roof leak
- a gas leak
- a dangerous electrical fault
- flooding or serious flood damage
- serious storm, fire or impact damage
- a failure or breakdown of the gas, electricity or water supply to the premises
- a failure or breakdown of an essential service or appliance on premises for hot water, cooking or heating
- a fault or damage that makes premises unsafe or unsecure
- a fault or damage likely to injure a person, damage property or unduly inconvenience a tenant of premises, or
- a serious fault in any staircase, lift or other common area which inhibits or unduly inconveniences residents in gaining access to or using the premises

The above information has been obtained from the RTA. For further information call 1300 366 311

If any of the above occur, the tenant can arrange a qualified contractor to carry out the emergency repairs. Please ensure you notify Jen Taylor Properties of any emergency repairs that are carried out.

NOTE: If the Professional Service Provider or Tradesperson conclude that the emergency resulted from misuse, neglect or was caused by the Tenants own appliance/s or lack of knowledge of an appliance, the invoice for the callout/repair may be passed onto the Tenant for payment

For all other emergencies call 000