



## **Tenants Emergency Checklist**

### What Tenants Need to Know

An emergency is a serious, unexpected, or dangerous situation requiring immediate action. Any situation posing an immediate threat to your health, the environment, or that may cause further damage to the property if left unattended, is considered an emergency.

All requests for repairs and maintenance throughout your tenancy must be reported to us in writing. We ask that where possible in an emergency you firstly contact the Property Manager on 0468 579 260. If they do not answer – please leave a message advising of the issue, your name, property address and phone number. We also request that you put this in writing to us at [pm@kimturner.com.au](mailto:pm@kimturner.com.au).

We will always act on any maintenance reported to us promptly, however in some situations we may have to take action quicker depending on the issue. Please see some helpful information below. However if you are ever not sure if the issue is URGENT and you are concerned please contact the Property Manager to discuss.

BEFORE contacting us for an urgent repair we recommend you check the following as sometimes the issue can be resolved.

## Is it an **URGENT REPAIR**?

Not all repairs are considered URGENT REPAIRS and are defined in your lease agreement. Firstly please ensure that the situation is in fact an URGENT REPAIR.

Urgent repairs are defined by the Residential Tenancies Act and fall into two categories: repairs that are necessary for the supply or restoration of an essential service and other urgent repairs.

## Essential services

### WHAT IS AN EXAMPLE?

- Burst water services or flooding
- Broken hot water system
- Blocked sewerage
- Gas leaks
- Serious Roof Leaks
- Electrical faults causing damage or endangering lives - dangerous power point, loose live wires etc;
- Damage caused by storms, fire or flood
- Burglary
- Blocked or broken toilet (if a second toilet is not available)
- Serious impact damage (i.e impact by a motor vehicle\_

Arrangements for repairs that are necessary to supply or restore an essential service must be made with a suitable repairer within 24 hours.

**Urgent repairs** are those that are not necessary for the supply or restoration of an essential service, but may nevertheless cause damage to the premises, injure a person or cause undue hardship or inconvenience to the tenant e.g. a broken window.

Arrangements for these repairs must be made within 48 hours.

The following examples are NOT considered urgent repairs and will need to wait until our office is open.

- Lost keys/Keys locked in the house
- Leaking or dripping taps
- Reticulation not working (please hand water)
- General repairs and maintenance
- Airconditioning not working

The Residential Tenancies Act states – The agent lessor has 24 hours to take action to contact a suitable repairer and arrange for them to fix the problem if the repair is needed to a defined essential service, and 48 hours for any other urgent repair. The repair does not need to be fixed within this time but the agent/lessor must make an appointment with the repairer to fix the problem.

If you are not able to contact us within 24 hours for an essential urgent repair and 48 hours for an urgent repair, you can arrange for the repairs to be carried out by a suitably qualified repairer to the minimum extent necessary.

If you need to contact us due to an URGENT repair please email – [pm@kimturner.com.au](mailto:pm@kimturner.com.au) or call 0468 579 260.

### **Lost keys or Locked out –**

If you lose your keys or get locked out of your property this is your responsibility and you will need to call a locksmith **at your own cost**. Kim Turner Real Estate may be able to supply you with our office set but only during 'Normal Business Hours' Monday – Friday 9am – 5pm (not on public holidays) If the locks have to be changed you will need to notify our office immediately and supply us with a copy of the key.

### **No Power/Electricity**

- Check power meter box and confirm the RCD hasn't tripped and all switches are in the ON position.
- Check that it is not due to non payment of electricity bill.
- Contact Western Power on 13 13 51 or go onto their website [www.westernpower.com.au](http://www.westernpower.com.au) and select power outages tab and enter your suburb.
- If your lights are working but your power points are NOT firstly switch off all power points throughout the entire property including garage and sheds and unplug all electrical appliances. Once this is done go to your power meter box and make sure all switches are ON. Then commence plugging in your appliances one by one starting with kettle, toaster etc. If the power flicks off again then the last appliance plugged in is your offender. DO NOT continue to use this appliance as it may be faulty. Note – You will be liable for costs incurred should an electrician attend and it is found the fault is due to a faulty appliance or reason caused by the tenant.

### **No Hot Water**

- Check power meter box and confirm all switches are pointed to the ON position
- Check that it is not due to non payment of gas or electricity bill.
- Contact your gas supplier by phone or website and check for gas outages in your area.

- If you do have a gas hot water system, please ensure the pilot light is lit at all times. It is a good idea to familiarise yourself with how your system operates early on in the tenancy.
- Please contact the property manager on 0468 579 260 and email [pm@kimturner.com.au](mailto:pm@kimturner.com.au)

### **Sewerage/ No Water Supply**

No water at the property –

- Check that the water meter is running and hasn't been turned off.
- Check for works in your area or outages by contacting  
**Water Corp 13 13 75**

### **Water leaking at a rapid rate –**

- Immediately turn the water off at the mains.

### **Toilet is blocked –**

- Try and use a plunger to clear the blockage
- If you are unable to clear the blockage and there is another toilet you can use. Please do not attempt to use the blocked toilet any further.
- If there are 2 toilets, please use the only working toilet and report the problem to our office during normal business hours.

Please contact the property manager on 0468 579 260 and email [pm@kimturner.com.au](mailto:pm@kimturner.com.au)

### **Running/Leaking Tap/ Burst Water Pipe –**

If you have a major water leak or burst pipe

- Immediately turn the water off at the mains.
- If you are unable to reach the Property Manager we recommend you contact -  
**Browns Plumbing – 9330 5786 – they are available 24/7 and their office number will divert to a mobile number if you need to contact them outside of business hours.**

## Gas Leak –

- Check that the gas has not been left on – ie. A knob on cooktop not properly turned off.
- If you still smell gas, turn off the main gas supply in the meter box immediately. Turn off any appliances that could cause a spark.
- Open all doors and windows to adequately ventilate the property

# How to turn off your gas supply

1. Turn off all the gas appliances in your home.

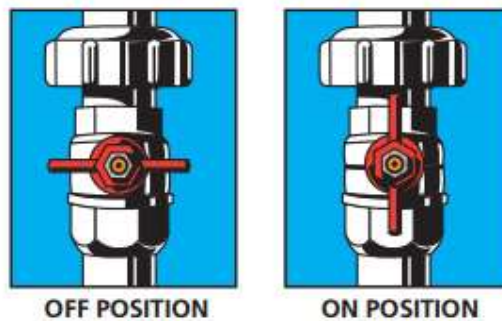
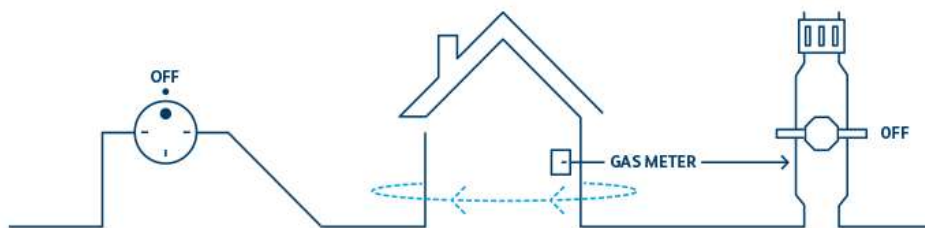
This includes gas cooking appliances, heaters and your hot water unit (including the pilot).

2. Locate your gas meter.

This is usually found in a metal box attached onto the side of your house; commonly opposite the driveway or in your front garden.

3. Turn the gas meter off.

To do this, rotate the valve 90 degrees so that it reaches a horizontal position.



Please contact the Property Manager on 0468 579 260 and email – [pm@kimturner.com.au](mailto:pm@kimturner.com.au) to report the leak. We will then arrange for this to be attended to ASAP.

If you are unable to reach the Property Manager we recommend you contact –

**The Plumbing and Gas Guys**

**1800 572 338**

**Or**

**Metropolitan Plumbing and Gas**

**1300 367 333**

**Both are available 24/7 should there be an emergency.**

**You can also contact your gas suppliers emergency number or ATCO 13 13 52.**

#### **Break in, Robbery, Broken/Damaged Glass**

If your property is broken into

Contact the police on 000 or 131 444 and file a report, you will need to obtain a police report number. If a police report number is not available to the landlord for insurance purposes, the tenant may be liable for the cost of the repair.

Please contact the Property Manager on 0468 579 260 and [pm@kimturner.com.au](mailto:pm@kimturner.com.au)

#### **Other Emergency Contacts**

Call 000 for Fire or Life-Threatening Emergencies

Call 131 444 for Police Assistance (non life-threatening, including break-ins and noise complaints)

Call 132 500 for SES Emergency Assistance (natural disasters)

Call 133 337 for SES Emergency Information

