

# For Australian Emergency Services (Fire, Police, Ambulance) please dial 000

In the event that URGENT or LIFE THREATENING maintenance is needed at the property (such as wiring burning or a hot water cylinder bursting) please;

**Electrical:** Switch off power at mains.

**Water leaks:** Turn off water at mains.

We ask that you always try to contact your property manager first, however if it is after hours and/or you cannot contact the property manager, you are permitted to contact an emergency contractor directly.

It is important that you know that should the issue not be deemed an emergency, you may be responsible for the account.

An emergency repair is something that is likely to cause injury or which makes the property unsafe or insecure. (For example burst water service, serious leak, serious electrical fault).

## Office hours:

Monday to Friday: 9:00am - 5:30pm

Saturday: 9:00am - 5:30pm

Sunday: Closed

## Contact number

P 03 9754 2000

M 0488 524 493