



PREFERRED EMERGENCY TRADESMAN & SERVICES CONTACTS

The following persons are to be used **only** if you are unable to contact a member of our office and it is a **genuine emergency**.

PLUMBER: Danny Impellizzeri 0411 758 775

ELECTRICIAN: Paul Morris Electrical P/L 0413 312 248 or 07 3353 3342

LOCKSMITH: Northside Locksmith 07 3350 2077

During business hours:- If you lock your keys in your property or misplace them, you are able to collect and use the agency access keys and return them within one hour, at no charge. If access is denied due to the failure of the locking mechanism contact the office number and it will be treated as an emergency situation.

Outside office hours:- If the above circumstances occur please contact your property manager on the numbers below. If the property manager is unavailable you may then contact the Locksmith on the emergency number provided. Please note an afterhours fee applies.

When an emergency occurs (Refer Quick Reference Guide or RTA Form 17a) please contact this office immediately on 07 3350 3433 during office hours 8:30am – 5:00pm Monday to Friday.

If the office is unattended (i.e. after hours), please phone your relevant Property Manager
Bill Sharry - 0417 734 004 or **Samantha Smith - 0413 650 121**

If you are unable to contact our office, Bill or Samantha and it is a genuine emergency, you may then call the appropriate tradesperson.

IMPORTANT: Should the tradesperson deem that the repairs needed were the fault of the tenant or a tenant's guest, then the tenant will be liable for the full cost of the repairers tax invoice.

WHAT IS CONSIDERED AN EMERGENCY?

Burst water service or a serious water service leak; blocked or broken toilet; serious roof leak; gas leak; dangerous electrical fault; broken glass; failure of the locking mechanism; fault or damage likely to cause injury.

*** HARCOURTS CHERMSIDE (07) 3350 3433 ***

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