

# Harcourts Innovations

## Preferred Emergency Trade Contacts

When an emergency occurs (Refer to RTA Form 17a) please contact the office immediately on 07 5597 6666 during office hours Monday – Friday 9am -5pm.

If the office is unattended (i.e., after hours) please contact the appropriate tradesperson if you have a genuine emergency. Always report the event to the assigned Property Manager during normal office hour as below.

### PLUMBER:

Mozgo Plumbing – 0404 417 601

Quick tip in a water emergency: Turn off water at mains.

### ELECTRICIAN:

Vision Electrical – 0402 556 926

Quick tip in an electrical emergency: Switch power off at mains.

### LOCKSMITH:

A1 Locksmith – David 0418 755 814

During business hours: Should you lock your keys in your property or misplace them; you can collect and use the agency keys to gain access. Keys must be returned the same day.

Outside office hours: If the above circumstances occur you will have to contact the Locksmith on the emergency number provided at your expense. **Please note an after hour's fee applies.**

Please note: non-urgent maintenance must be received in writing. A Maintenance Request Form is included in your Tenant pack.

Office: [innovations@harcourts.com.au](mailto:innovations@harcourts.com.au)

Emily Spencer: [pm2.innovations@harcourts.com.au](mailto:pm2.innovations@harcourts.com.au)

Susie Mansfield: [pm3.innovations@harcourts.com.au](mailto:pm3.innovations@harcourts.com.au)

Reception: [pmsupport2.innovations@harcourts.com.au](mailto:pmsupport2.innovations@harcourts.com.au)

For more information on maintenance and repairs, please visit the Residential Tenancy Authority:  
<https://www.rta.qld.gov.au/Renting/During-a-tenancy/Maintenance-and-repairs>

<https://www.rta.qld.gov.au/Renting/During-a-tenancy/Maintenance-and-repairs/Emergency-repairs>