

## Emergency Maintenance & Urgent Repairs

Your safety and ensuring the condition of your home are our top priorities. Outlined below is the procedure for reporting urgent repairs and emergency maintenance.

### **What is an urgent repair?**

An urgent repair is any issue that poses an immediate danger to you or the property. Legally, urgent repairs include:

- Burst water service
- Blocked or broken toilet system
- Serious roof leak
- Gas leak
- Dangerous electrical fault
- Flooding or serious flood damage
- Serious storm or fire damage
- An essential service or appliance for hot water, water, cooking, heating, or laundering is not working
- The gas, electricity or water supply is not working
- A cooling appliance or service provided by the rental provider is not working
- The property does not meet minimum standards
- A safety-related device, such as a smoke alarm or pool fence, is not working
- An appliance, fitting or fixture that is not working and causes a lot of water to be wasted
- Any fault or damage in the property that makes it unsafe or insecure, including pests, mould or damp caused by or related to the building structure
- A serious problem with a lift or staircase.

Maintenance items not on the above list are considered non-urgent and must be reported in writing.

### **How to Report Urgent Maintenance**

#### **During Business Hours:**

Call our office at **9818 8991** and email your property manager at [mpm@email.propertyme.com](mailto:mpm@email.propertyme.com) with photos and details of the issue. You can also refer to our urgent maintenance guide on our website: [www.areal.com.au/maintenance](http://www.areal.com.au/maintenance)

#### **After Hours Tradesperson List:**

**NOTE:** Before contacting an urgent tradesperson, ensure that the maintenance issue is genuinely urgent. Additionally, email your property manager with the following details:

- Description of the maintenance issue
- Reason for urgency
- If the tradesperson you contacted could not resolve the problem over the phone
- Events leading up to the urgent call
- Photos and/or video documentation of the issue
- The name of the company you arranged, and if you arranged a trade not on our list, please provide their contact details

### **How to Report Non-Urgent Maintenance**

All non-urgent maintenance requests should be submitted via email to [mpm@email.propertyme.com](mailto:mpm@email.propertyme.com). Non-urgent maintenance will be addressed when the office reopens. We appreciate your understanding and cooperation in this matter.

When reporting maintenance, please include the following information:

1. Property address
2. Clear explanation of the issue
3. Photos and/or videos
4. If applicable: The make and model of the appliance

Maintenance	Trade	Contact
Air Conditioning and Heating	Simple Air Solutions (Mark Conway)	0400 089 138 <a href="mailto:markconwayaircon@gmail.com">markconwayaircon@gmail.com</a>
	Our Air	03 9770 8879 <a href="mailto:nicole@ourair.com.au">nicole@ourair.com.au</a>
Electrical	Lume	0407 148 606 <a href="mailto:info@lumeservices.com.au">info@lumeservices.com.au</a>
	Dsquared Electrical (Dan)	1300 377 827 <a href="mailto:info@dsquaredelectrical.com.au">info@dsquaredelectrical.com.au</a>
	ACME Electrcial	0410 408 959 <a href="mailto:nickd@acmeelectrical.com.au">nickd@acmeelectrical.com.au</a>
Flood	Flood Response	0447 109 101 <a href="mailto:service@floodresponse.com.au">service@floodresponse.com.au</a>
Locksmith	Artist locksmith (Paul)	0410 974 734
	Marquee locksmith (Mark)	0450 684 040
	Wynns Locksmith	03 9690 8888
Plumbing	Metro West Plumbing	0417 617 274 <a href="mailto:info@metwestplumbing.com.au">info@metwestplumbing.com.au</a>
	Melbourne Plumbing Group	1300 116 486 <a href="mailto:info@melbourneplumbinggroup.com.au">info@melbourneplumbinggroup.com.au</a>

In the event that trade on the above list is unable to attend, an alternative local tradesperson may be engaged. Please be careful who you engage by checking Google reviews to avoid overpriced and dishonest tradespeople.

Please note, if you do arrange your own trades that they may bill you directly. Please seek reimbursement from your property manager accordingly.

We appreciate your cooperation in promptly reporting any issues so we can address them effectively.

Please Note: If a tradesperson visits and finds no faults, determines that the issue resulted from user error, or the maintenance is of a non-urgent nature, the renter may be responsible for the associated costs.