

Subject: Areal monthly after-hours trades list update

From: "Hilary Ho – Areal Property Hawthorn (MPM)" <MPM@email.propertyme.com>

Date: 1/4/68, 12:26

To: Chawakorn Kamnuansil <ck.chawakorn@gmail.com>

Hi Chawakorn

Here is your monthly after-hours trades list update. This update ensures that you always have the most up-to-date version.

Please save this in a place where you can quickly refer to it in case of an emergency.

Your safety and the condition of your home are our top priorities. Below are the procedures 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:

Please contact our office directly at 03 8686 8388 and email your property manager at mpm@email.propertyme.com with photos and details of the required 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 emailed to 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 | 0400 089 138 markconwayaircon@gmail.com |
| | (Mark Conway) | 03 9770 8879 nicole@ourair.com.au |
| | Our Air | |

| | | |
|------------|--------------------------------|--|
| Electrical | Lume | 0407 148 606 info@lumeservices.com.au |
| | Dsquared | 1300 377 827 |
| | Electrical | info@dsquaredelectrical.com.au |
| | (Dan) | 0410 408 959 nickd@acmeelectrical.com.au |
| | ACME Electrcial | |
| Flood | Flood Response | 0447 109 101 service@floodresponse.com.au |
| Locksmith | Artist locksmith | 0410 974 734 |
| | (Paul) | 03 9690 8888 |
| | Wynns Locksmith | |
| Plumbing | Metro West Plumbing | 0417 617 274 info@metwestplumbing.com.au |
| | | 1300 116 486 info@melbourneplumbinggroup.com.au |
| | Melbourne Plumbing Group | |

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.

If you have any feedback regarding my service, please feel free to contact my manager.

Jamie Ong (Head of Property Management) jamie.ong@areal.com.au

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