

## Emergency Repair Procedure

Repairs that require URGENT attention include:

- Burst water service
- Electrical outage to entire property (try troubleshooting tips before calling and ensure your power bill has been paid)
- Sewerage block
- Major roof leak
- Gas leak
- Electrical fault that is likely to cause damage to property or people
- Substantial damage caused by flooding, storm or fire
- Faults that endanger human life

If any of the above listed items occur, please refer to the **Trouble Shooting** guide included in your **Tenant Moving In information** before calling a trades person after hours.

Call out for **NON-URGENT REPAIRS**, not covered in the above will be charged to the tenant if they incur an after-hour attendance fee or the repair was deemed non-urgent.

**After Business hours/Public Holidays:** Please refer to the below list of approved contractors for **URGENT** repairs only:

**Electrician:** Dean Scarce Electrical ph: 0412 532 333

**Plumber/Gas/Roofing:** DJS Plumbing Solutions ph: 8456 0507

**Locksmith:** Patterson Locksmiths ph: 0411 555 596 / Geelong tenants only: Geelong locksmiths ph: 5222 2752 (Note – if you have locked yourself out, the locksmith charge will be at the tenant's cost)

**Emergency Services:** SES ph: 132 500

**Flood Restoration:** FCR ph: 1300 060 670 (only call the FCR if a plumber has attended and referred you to a flood restoration company).

Please ensure that you contact your **Property Manager first thing next business day** to inform us of the details of the urgent repair at [admin@taraproperty.com.au](mailto:admin@taraproperty.com.au)