



## URGENT REPAIRS

Please note that calls to the office during out-of-office hours should only be in relation to URGENT matter or repairs.

As per your lease, urgent repairs are defined in the Residential Tenancies Act 2010 as follows:

- A burst water service or a serious water service leak
- A blocked or broken toilet
- A serious roof leak
- A gas leak
- A dangerous electrical fault
- Flooding or serious flood damage
- Serious storm or fire damage
- A failure or breakdown of the hot water service
- A failure or breakdown of the stove or oven
- A failure or breakdown of a heater or air-conditioner
- A fault or damage which makes the premises unsafe or insecure

Urgent calls should be directed to the office landline only and you will be directed to our property manager on call.

For all other enquiries, please contact our office during normal business hours.

Monday – Friday

9.00am – 5.00pm

PH: (02) 4933 4627

Your co-operation in this regard would be highly appreciated.