

YOUR GUIDE TO EMERGENCY REPAIRS



Laing+Simmons
Blacktown



Rental Property Management

Tenant Information Guide

We believe in respecting and looking after our tenants and ensure you receive the assistance, guidance and information you require. Hence we have dedicated Senior and junior property managers who are experienced portfolio managers to ensure you are in good hands. If you have any further questions regarding tenant management please just ask any of your property management team at Laing+Simmons Blacktown and they will be happy to assist.

Andrew Ienna
Director of Blacktown

We Value You and your Loyalty



What to do with.....

Repairs

Email property manager /drop in repair form

See attached form to be emailed to property manager

What is an emergency repair

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 gas, electricity or water supply to the premises

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.

Who to use in case of emergency and office is closed

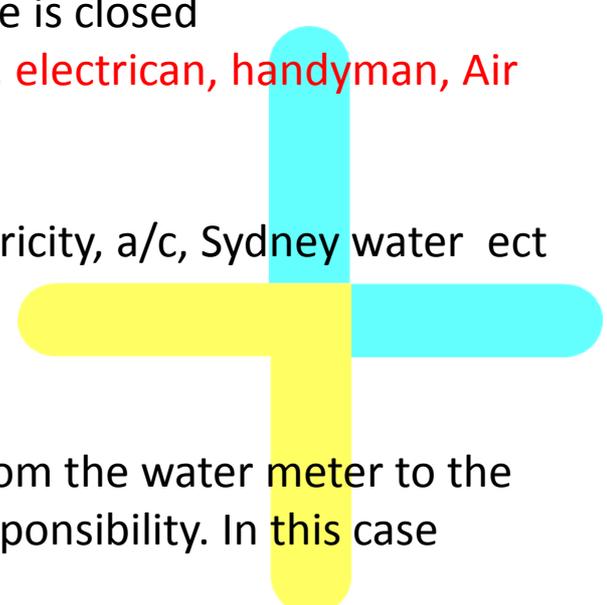
Attached are numbers of primary plumber, electrician, handyman, Air Con technician

Trouble shooting – hot water system, electricity, a/c, Sydney water ect

[Hot water system trouble shooting sheet](#)

Leaking water meter or pipes.

If your water meter or any pipes that go from the water meter to the street are leaking this is Sydney Waters responsibility. In this case please contact Sydney Water on [13 20 90](tel:132090)



What to do with.....

Electrical troubleshooting

Because of the safety risk involved, most electrical work is best left to the professionals. However, you may be able to diagnose electrical issues before the electrician arrives.

Electrical outlet doesn't work: First check the circuit breaker. If no breakers are tripped and the outage is confined to one outlet, the outlet may have burned out. If an outlet shows any sign of blackening around the outlet plugs, do not use it. Even if one plug is working, you should replace the entire outlet immediately to avoid the possibility of starting an electrical fire.

Electrical outlets sparks: While it can be scary when you see a spark fly from an outlet, sometimes it's normal. For example, when power is suddenly diverted to an appliance, a quick draw on the available power will occur, causing a brief spark. Once the electrons are flowing freely, a spark should have no reason to form. This is normal, and it's comparable to static electricity.

If too much heat builds up in an outlet, however, it can actually melt the insulation that surrounds the wires. As the wires become exposed, the chance for an electrical fire increases. When a connection is made, the electrons can leap to the wrong area and cause a serious spark. This is known as a short circuit and can actually cause an electrical fire.

Exposure to water can also cause an outlet to spark and short out. Installation of a special outlet known as a ground fault circuit interrupter (GFCI) will shut down the circuit if it comes into contact with moisture.

Flickering lights: This is a sign of a poor connection — one that may lead to a broken connection. You'll need to call an electrician to hunt down the source of the electrical problem and correct it.

On-again/off-again recessed lights: These light fixtures contain a built-in mechanism to prevent overheating, which means they will sometimes turn themselves off. Once the fixture has cooled, it turns back on. This usually results from a bad match between your light bulb and fixture or the ceiling insulation touching the fixture.

Appliances cause the circuit breaker to trip: High-wattage items running at the same time can overload the circuit. To solve this problem, move the appliances to a different circuit or have an electrician install a separate circuit.

Frequent light bulb burnout: If you find yourself constantly changing light bulbs, you might be using a bulb with a higher wattage than your light fixture can handle. Check your light fixtures to make sure you're using bulbs with the correct wattage.

Who to use in case of emergency and office is closed

Below are contact numbers of primary plumber, electrician, handyman, Air Con technician

| Type of Service | Service Provider | Contact Name | Phone |
|--------------------------|------------------------------|--------------|--------------|
| AIR CON/APPLIANCE REPAIR | HANNA REFRIGERATION SERVICES | Hanna | 0419 313 842 |
| ALARMS | Lockrite Locksmiths/Alarams | Jeff | 0400 603020 |
| ELECTRICAL | PSG ELECTRICAL PTY LTD | Mick | 0403 134 452 |
| LOCKSMITH | Lockrite Locksmiths/Alarams | Jeff | 0400 603020 |
| PLUMBING | CLEVER PLUMBING | Andrew | 0403 203 968 |
| SMOKE ALARMS | SMOKE ALARMS AUSTRALIA | Call Centre | 1300 305 225 |
| HANDYMAN | Blacktown Handyman Services | Whatik | 0420 433 933 |



For all emergency after-hours repairs, please refer to your Residential Lease Agreement or contact your Property Manager.

Tenancy Details

| | |
|---------------------------|--|
| Property Address: | |
| Name of Tenant(s): | |
| Name of Property Manager: | |

Repair Details

| | |
|--------------------|--|
| Repairs requested: | |
|--------------------|--|

Contact Details for Repair

| | |
|---------------|--|
| Name: | |
| Tel. (M): | |
| Tel. (Other): | |
| Email: | |

Authority for Entry

| | | |
|---|------------------------------|-----------------------------|
| Do you authorise your Property Manager or the repairer to enter the property with keys in order to carry out repairs? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| If No, please advise available times for the repair to be carried out (please note most tradespeople are available Monday to Friday during standard working hours): | Days: | |
| | Times: | |

Lodgement Instructions

This form may be lodged:-

- In person at 2 Reservoir Rd, Blacktown
- Mailed to the above address
- Emailed to reception@lsre.com.cau