

## Realmark Strata Management

### **After Hours** Contacts & **Instructions** For Residents

In the event of a serious problem or **emergency** situation regarding your **common property** managed by our strata team and when Realmark offices are closed, please note the following information regarding the emergency contact details and instructions below.

An emergency is a situation that poses an **immediate risk** to health, life, property or environment. In an emergency a tenant should contact the appropriate emergency services on the number listed below.

#### **EMERGENCY CONTACT DETAILS**

For Police, Fire, Ambulance in a life threatening emergency call triple zero (000)	<b>000</b>
SES assistance	<b>132 500</b>
Western Power	<b>131 351</b>
Water Corporation	<b>13 13 75</b>
Police – not life threatening	<b>13 13 44</b>

For urgent repairs **outside** of **normal** business hours (before 8:00am – after 5:00pm Monday to Friday as well as weekends and public holidays) see details below. For emergencies during business hours, please contact our office. To reduce fees and charges incurred, please consider if the incident could be attended to by your Strata Manager during normal business hours.

**Urgent** repairs are those that are reasonably necessary to **supply** or **restore** an **essential service** or to avoid exposing a person to the risk of injury or exposing property to damage. For example flooding, a burst water service, gas leaks, sewerage leaks or dangerous electrical faults.

In the event of electrical failure and where it is safe to do so, please check trip switches and fuses. If you are a tenant please contact your Property Manager in the first instance.

Some urgent repairs will also require you to contact emergency service providers depending on the circumstances.

These numbers should **only** be used in an **emergency**. In the event the problem is **not** deemed an emergency or where the fault is as a result of damage or something that is not the responsibility of your Strata Company or landlord, you may incur a charge for any callout or works undertaken. Before calling an emergency contractor, please check any manuals you've been supplied with.

#### **LOST KEYS OR KEYS LOCKED INSIDE PREMISES**

**Please note:** The resident/tenant is responsible for all costs associated with calling a locksmith if keys have been lost or locked inside individual apartments.

We **do not** have **access** to individual unit/apartment keys. Should you lose an access device to the common property please contact our office during business hours to arrange for a replacement.

**LOCKSMITH**

BullAnt Security	08 9486 4848
Diamond Lock & Security	08 9344 1965

**PLUMBING**

For no water supply contact <b>Water Corporation</b>	13 13 75
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*General information:*

If you have no water supply in your unit/apartment, check with your neighboring unit to see if they have the same issue. If they do, check the premises outside for any obvious signs of a burst water pipe.

If there is a **burst** water pipe between the water meter and the property, turn the water off at the mains. If the burst water pipe is **not** on the side of the property, please contact **Water Corporation**,

For burst water pipes **within** the property contact

<b>Brown's Plumbing</b>	08 9330 5786
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**ELECTRICAL**

Damage to power lines/loss of electricity contact <b>Synergy</b>	13 13 53
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Other severe electrical problems within the property contact the following providers

<b>Mactec Electrical</b>	08 9302 3889
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0400 525 646
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<b>Alison Electrical</b> (automatic gates and doors)	0411 086 160
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<b>Marshall Beattie</b> (Automation for automatic gates and doors)	08 9355 5600
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**BREAK INS & DAMAGE TO GLASS**

Contact the **Police** and obtain a Police report on **13 13 44** (this is required for insurance claims)

To replace broken glass panels contact <b>Action Glass &amp; Aluminum</b>	08 9249 2429
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**IMPACT TO BUILDING BY VEHICLE/SEVERE STORM DAMAGE TO PROPERTY**

In any of these circumstances your action will depend on the severity of the problem

If severe injury to you or other persons call an Ambulance and Police	<b>000</b>
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If required call State Emergency Service (SES)	<b>132 500</b>
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Repairs during **normal business** hours please call your Strata Manager directly on the numbers as listed below:

**STRATA MANAGEMENT TEAM**

Karla Roche	08 9328 0946	0450 778 356
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Tanya Peck	08 9328 0951	0404 824 100
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Monique Bailey	08 9328 0974	0404 808 991
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Gabriela Zibova	08 9328 0924	0404 441 429
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Ricc Mulè	08 9328 0970	0450 776 934
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**OTHER CONTACTS**

Anita Percudani, Executive Director	08 9328 0999
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