

Realmark®

AFTER HOURS CONTACT

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.

Police, Ambulance, Fire	000
SES Assistance	132 500
Western Power	131 351
Water Corporation	13 13 75

For urgent repairs **outside** of **normal** business hours (before 8:30am – after 5:00pm Monday to Friday as well as weekends and public holidays) see details below. 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.

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

Guv'nor Locksmiths 0420 946 989

BullAnt Security 08 9486 4848

Plumbing

For no water supply contact **Water Corporation** 13 13 75

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 .

Browns Plumbing 08 9330 5786

Electrical

Damage to power lines/loss of electricity contact **Synergy** 13 13 53

Other severe electrical problems within the property contact the following providers

Fredon Electrical 08 9355 6400

Alison Electrical 0411 086 160

(Automatic gates and doors, Electrical)

Marshall Beattie 08 9355 5600

(Automatic gates and doors)

Break Ins & Glass Damage

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

To replace broken glass panels contact

Action Glass & Aluminium 08 9249 2429

Impact to Building by vehicle / sever 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 or if required call State Emergency Services (SES)

Repairs during **normal business** hours please call your Strata Manager directly on the numbers as listed below:

Karla Roche 08 9328 0946 0450 778 356

Tanya Peck 08 9328 0951 0404 824 100

Olivia Hampton 08 9328 0916 0450 765 803