

## Fact Sheet



## *Urgent Repairs & Maintenance*

Urgent repairs are where there is an immediate health, safety or security risk or where the property will be further damaged if work is not carried out. Examples include:

- A burst hot water system;
- A serious roof leak;
- A dangerous electrical fault;
- A failure of gas, electricity or water supply to the property;
- A failure of a refrigerator supplied with the property;
- A fault or damage that causes the property to be unsafe or insecure;
- A fault or damage likely to cause injury to person or property; and
- A serious fault in any door, staircase, lift or other common area that inhibits or unduly inconveniences the tenant in gaining access to or use of the property.
- A blocked or broken lavatory system;
- A gas leak;
- Flooding or serious flood damage;

In the case of urgent maintenance, please make sure you have carried out the following before contacting the office or the after hours contact.

- No Power:** Check mains switches and circuit breakers. Call ActewAGL on **13 10 93** if surrounding area is blacked out.
- Gas Leak:** Report immediately to ActewAGL on **13 19 09**
- Break-in** Phone police immediately on **13 14 44**. Note name of officer and time of call. See below whom to call if property is insecure.
- Blocked Sever:** Call office or after hours number - see below.
- Burst Water Pipe:** Turn off water at mains. If pipe is on house side of water meter, call office or after hours number - see below. If pipe is on street side of property, call ActewAGL on **13 11 93**.
- Flooded Floor:** If flooding is due to burst pipe, turn water tap off. Soak up excess water. Call office or after hours number - see below.
- Leaking Roof:** Check gutters/down pipes regularly as preventative measure. Ensure safety by turning off power to affected area. Mop up excess water. Remove furniture if possible. Call office or after hours number - see below.

### **How to request urgent repairs:**

***During business hours***, contact your property manager at Havelock Housing Association, on **6257 2277**.

***After Hours***, your Tenancy/Occupancy Agreement will detail the phone numbers to call. Alternatively, you can call the after hours-on-call service **0412 449 765**. If these numbers fail, you may contact the relevant supplier listed below. In addition you need to notify your Housing Program Manager by leaving a detailed message of the repair required on 6257 2277 ext 13.

**Please note:** You will be responsible for payment for any repairs undertaken out of hours that are not deemed as urgent.

**URGENT AFTER HOURS REPAIRS** (To avoid delays, please ensure you provide your correct address)

<b>Housing ACT contact</b>		6207 1500 (Spotless)
<b>Electrician</b>	AD Dorman Electrical	0418 488 220
	Summit Air Conditioning and Electrical	0413 310 507
<b>Plumber/Gas</b>	J W Thorpe Plumbing	6242 5274 or 0412 240 718
	William Edmund Plumbing and Gas	6295 6846, 6295 6785 or 0407 265 906
<b>Glass</b>	Eddie Walewicz	6280 5091
<b>Locksmith</b>	ASI Locksmiths	66251 1233

### **Other maintenance:**

During business hours, contact your property manager at Havelock Housing Association, on 6257 2277.