

# HEDLEY.

## After Hours Urgent Repairs and Maintenance - Explained

### Urgent Repairs & Trouble-shooting Guide – Hedley Real Estate

The Residential Tenancies Act 1997 distinguishes between urgent and non-urgent repairs. Below is a list of urgent repairs. Please always contact us to notify us even if it's an urgent repair so that we can keep your landlord informed. If there's any life-threatening issue, please call 000 and notify us afterwards as soon as possible.

- burst water service
- blocked or broken toilet system
- serious roof leak
- gas leak
- dangerous electrical fault
- flooding or serious flood damage
- serious storm or fire damage
- Failure or breakdown of any essential service or appliance provided by a landlord or agent for hot water, water, cooking, heating, or laundering. (Air-conditioning is not an urgent repair).
- failure or breakdown of the gas, electricity or water supply
- any fault or damage in the premises that makes the premises unsafe or insecure
- An appliance, fitting or fixture that is not working properly and causes a substantial amount of water to be wasted.
- A serious fault in a lift or staircase.

**Non-urgent Repairs:** For non-urgent repairs, you must notify your property manager in writing via email, advising of required maintenance/repairs, and it will be attended on the next business day. You must provide access for any maintenance/repairs.

**PLEASE NOTE:** You will be responsible for any/all costs incurred if non-urgent works are carried out at your property without consent. After hours and public holidays will also incur higher than usual costs.

### Tradespersons Contact Details for Urgent Repair

If your property is under defect warranty, please follow the instruction in the building manuals/residential booklet provided at the commencement of your tenancy and contact the relevant tradesperson.

**URGENT REPAIRS - Outside of office hours (Monday to Friday 9 am to 5 pm)**

For power outages: you can contact one of the following electricity distributors each of the below companies looks after different suburbs. To find out which company distributes power to your suburb please visit the below link:

<http://earthresources.vic.gov.au/energy/electricity/electricity-distributors>

- Citipower 13 12 80
- Powercor 13 24 12
- SP AusNet 13 17 99
- Jemena 13 16 26

Please note: If your property is on a registered key system, a specific locksmith may be required. Details can usually be found on your lock, key or property manual.

Should you have a query in respect of the above information, please contact our office.

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After Hours Urgent Repairs and Maintenance

## Melbourne

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Plumber – Sam – Dibs plumbing – 0450 923 820

Electrician – 20km from CBD - Call Rob 0401 535 809

Goff Electrical & Alarm services, After hours number – 03-6331-2209

Glacier – Obrien's – all Melbourne <https://www.obrien.com.au/autoglass/>

## Ballarat

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Noel Myers Electrical 0417348749

Shane Edwards Plumbing 0438356081

Locksmith 0417337848

Glacier – Obrien's – <https://www.obrien.com.au/autoglass/>

## Bendigo

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Bendigo property maintenance 03 54411762

Glacier – Obrien's – <https://www.obrien.com.au/autoglass/>

## Geelong

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Act Fast Plumbing 0408520820

Powerfect Electrical 0414737333

Glacier – Obrien's – <https://www.obrien.com.au/autoglass/>

## Office Contact

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### Hedley Real Estate

101 Moray Street, South Melbourne

Phone: 1800 43539

Web: [hedley.realestate](http://hedley.realestate)