

What Qualifies as an Emergency Repair

An emergency is any situation that poses a risk to personal safety or may cause property damage if not addressed promptly. Examples include:

- Broken windows or locks that compromise the security of the property.
- Plumbing or electrical faults that could lead to injury or damage.
- Any issue that could escalate into a serious hazard if left unattended.

Important: Non-Emergency Repairs & Responsibility

- If you proceed with a non-emergency repair without prior approval, the owner is not obligated to reimburse any costs incurred.
- If the damage is caused by you, your family, or visitors, you are fully responsible for all associated expenses.

Always check with our office before arranging repairs unless it's a verified emergency.

Break-Ins & Broken Windows

In the event of a break-in:

- Call the police immediately on 131 444 and obtain a police report number.
- You must provide this report number to your Property Manager. Without it, you will be responsible for all repair costs.
- If the property is not secure, contact our glazier directly. Ask them to send the invoice and report directly to Professionals Carroll Property Group.
- Report all damages in writing to your Property Manager as soon as possible.

If the glass breakage is not due to a break-in and was caused by you, your family, or visitors, you are required to settle the account directly with the glazier.

Russel Glazing | 0458 897 484

Wanneroo Glass | 08 6117 0213

Locks and Keys

A seized or broken lock is considered an emergency only if:

- Your lock has seized, and you cannot access or secure your home

If the lock issue doesn't prevent access or security, it may not qualify as an emergency under this guideline. Lost keys or keys locked inside: You will be responsible for this account.

Bolton Locksmith | 0433 331 028

A1 Locksmith | 1800 215 625

Gas Hot Water Systems

If your gas hot water system (HWS) isn't working, please follow these steps before requesting a repair:

1. Check the pilot light – It may go out in windy weather.
2. Confirm the gas supply is turned on and flowing properly.
3. If the pilot light still won't ignite, please contact our plumber.

These checks help avoid unnecessary callouts and ensure faster resolution.

MVP Plumbing | 0418 941 932

Electric Hot Water Systems

If your electric hot water system (HWS) isn't working, please check the following before requesting a repair:

1. Check the RCD (Residual Current Device) – It may have tripped and needs to be reset.
2. Check the booster switch – This is usually located in the laundry and may have been turned off.

If the system is still not working after these checks, please contact our electrician.

Livewire Services | 0433 920 288

Martin & Co Electrical | 0483 939 015

Gas & Plumbing Issues

Gas Supply Disconnected:

- Contact your gas provider (e.g., Kleenheat, AGL, or Alinta) to determine the cause.
- Disconnection may be due to an unpaid bill.
- If the issue is not billing-related, please call our plumber.

Burst Pipes or Serious Water Leaks:

- Call the plumber immediately for urgent issues.
- Small tap leaks will not be attended to outside normal business hours.

Reticulation Leaks or Burst Pipes:

- Turn off the reticulation system to prevent further damage.
- Report the issue to your Property Manager on the next business day.

MVP Plumbing | 0418 941 932

Electrical Issues & Power Outages

Power Failure or Outage:

- Contact Synergy on 131 351 to check for outages in your area.

If the power cuts out:

1. Disconnect all appliances inside and outside the property.
 2. Reset the safety switch (usually located in the switchboard).
 3. Reconnect appliances one at a time.
- If the power stays on, continue reconnecting each appliance.
 - If the power cuts out again after reconnecting a specific appliance, that appliance is faulty and must NOT be used.

If an electrician is called and the fault is traced to your own appliance, you will be responsible for the cost of the service.

If the issue persists after following these steps, please contact our electrician.

Livewire Services | 0433 920 288

Martin & Co Electrical | 0483 939 015

General emergency numbers:

Police: 131 444

Alinta Gas 13 13 52

Kleenheat Gas: 132 180

Synergy (Electricity): 13 13 51

Water Corporation: 13 30 75

St John's Ambulance: 13 11 26

Fire and Emergency: 1300 130 039

SES: 132 500

State Emergency Services: 9300 1666

Emergency Service: 000

Crime Stoppers: 1800 333 000