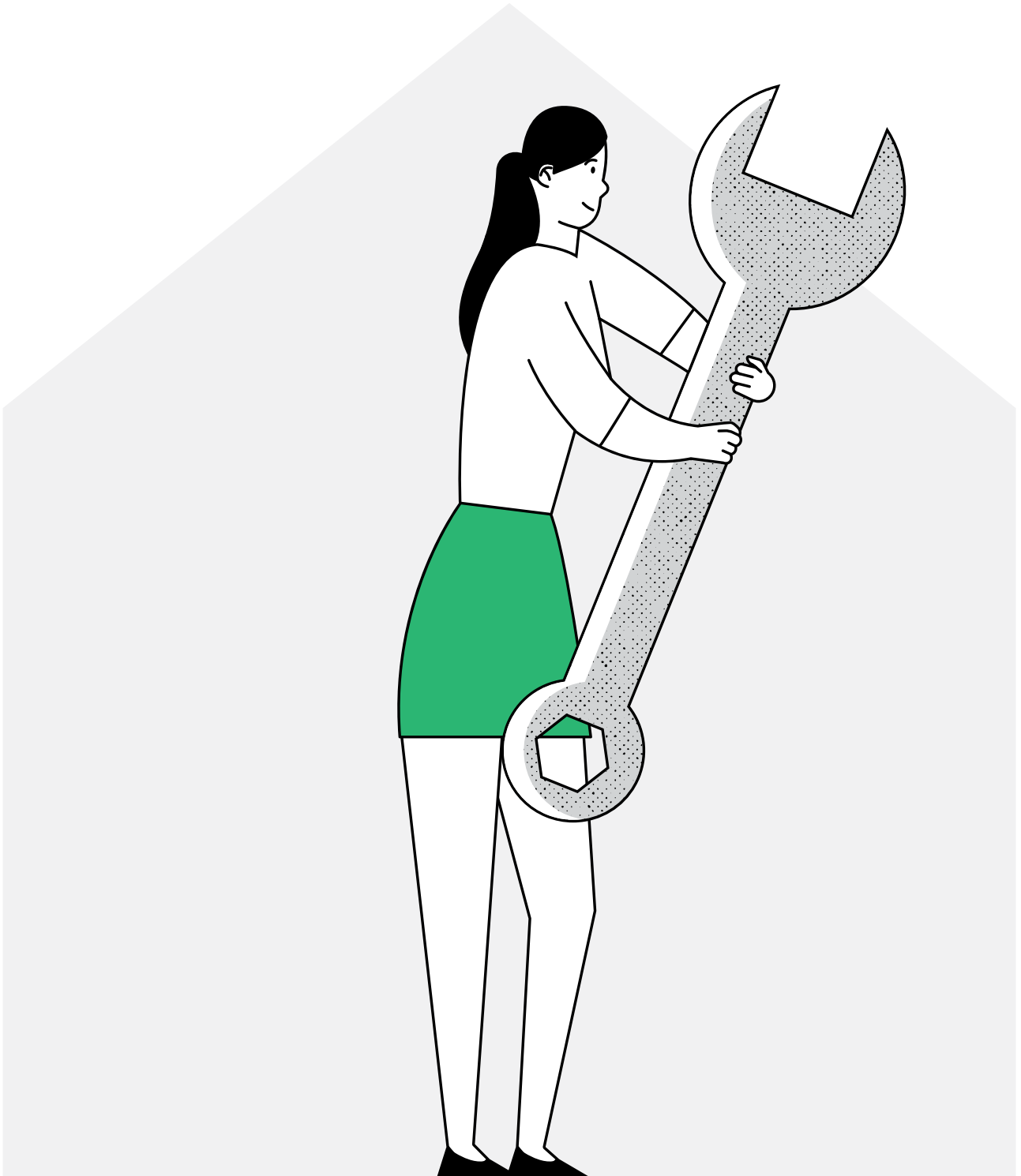


Urgent Repairs



ACT Rentals

The list of tradespeople is for use in urgent and emergency repair situations, as outlined in Clauses 59 and 60 of the Residential Tenancy Agreement Schedule 1.

Please note that these tradespeople should only be contacted for urgent repairs.

If an urgent repair is needed, these tradespeople can be contacted, but the office must still be informed during business hours. **Please refer to the following page to avoid receiving a bill.**

Burst hot water service	Spencer & Sons – 02 6254 8535
Blocked or broken lavatory service Assuming there is no second toilet and the tenant has utilised draino and a plunger on the offending toilet.	Spencer & Sons – 02 6254 8535
Serious roof leak Defined as significant water ingress or water ingress over electrical wiring.	All Clear Roofing & Guttering – 0452 518 601 (Mark)
Gas leak	Spencer & Sons – 02 6254 8535
Dangerous electrical fault: exposed or sparking wires or a lack of power Assuming the tenant has confirmed there is no local outage, has tried resetting the fuse, and ensured none of their possessions are causing a short circuit.	Refined Services Group – 0404 009 685 (Blake) ----- Esteemed Electrics – 0427 314 569 (Jake)
Flood damage	Spencer & Sons – 02 6254 8535 (if the water is coming from an internal pipe) ----- Icon Water – 02 6248 3111 (if the water is coming from a government pipe) ----- UCIT – 0402 949 079 (Keith) (for water mop up after water has stopped)
Serious storm or fire Damage	Fire Department – 000 ----- SES – 13 25 00
Failure of gas, electricity or water to the premises	If you can no longer get gas to any of your gas appliances please call your gas provider (their number will be in your last bill) If you can no longer get electricity to any of your electrical appliances please call your electricity provider (their number will be in your last bill) If you can no longer get water through any of your taps please call Icon Water – 02 6248 3111
Failure or breakdown of any service on the premises essential for hot water, cooktop or heating/cooling	Hot Water: Spencer & Sons – 02 6254 8535 ----- Refined Services Group – 0404 009 685 (Blake) ----- Esteemed Electrics – 0427 314 569 (Jake)

To help avoid an unnecessary service charge, please review the information above and below, and refer to the manual for guidance on your malfunctioning appliance.

If you don't have the manual, check the door or panel of the appliance for the code and details, and search online. Alternatively, you can email your property manager a photo of the door or panel so they can check if they have the manual.

Please be aware the following items are the responsibility of the tenant.

Please notify us immediately if you believe your issue is related to one of these causes, so we can delay or cancel the request as needed. Otherwise, we will assume the maintenance required is beyond these areas.

Light globes including IXL tastic globes

Smoke alarm batteries

Broken glass beyond fair wear and tear or vandalism

Damage to flyscreens as the result of lockouts, children or pets

Blocked drains/toilets as the result of foreign substance (e.g. hair)

Inoperable dishwashers as the result of a blocked drain or filter

Filter damage as a result of incorrect or lack of cleaning

Tap washers

Faulty appliance tripping circuits

Callout of a tradesperson to rectify the incorrect installation or faulty nature of a tenant's appliance (e.g. washing machine hoses/washers are faulty causing the taps to leak)

Repair required as the result of lack of cleanliness of the appliance

Callout of a tradesperson as the result of user error (e.g. not checking the oven clock is set prior to use or failure to read the manual for the appliance)

