



WHAT TO DO IN AN EMERGENCY

DURING BUSINESS HOURS

If you have any general maintenance it is always required to be reported in writing first so we are able to get owner approval. You can send through general maintenance requests to annerleypma@eplace.com.au

However, if you are experiencing an emergency ALWAYS CALL FIRST on (07) 3426 0030. You can then follow this up by sending through the emergency maintenance in writing. All emergencies will be treated as a priority.

AFTER HOURS

In the event of an emergency outside of business hours and the tenant is unable to contact the property manager/owner or the nominated repairer, the tenant may arrange for a suitably qualified person to carry out the emergency repairs up to the value of 2 weeks rent. Please refer to your emergency repair contractors details as per your general tenancy agreement.

Examples of emergency repairs include a burst water service or a serious water service leak, a blocked or broken toilet, a gas leak, a breakdown of the gas, electricity, water supply or other essential service. Check the [RTA website](#) or call 1300 366 311 for the full list of emergency repairs.