

HEIRLOOM Is EMERGENCY maintenance required after hours?

Has an emergency repair or maintenance issue arisen outside of our business hours?

If you are a TENANT you are not authorized to arrange any repairs on behalf of the Strata Company. Please contact your Landlord or Property Manager to arrange repairs.

If you are an OWNER or PROPERTY MANAGER and have a genuine urgent maintenance matter to arrange outside of our office hours (being Monday to Friday, 9:00am to 4:00pm) you may do so. Before arranging a contractor to attend please read the information below.

An emergency is strictly a situation which places a person or property in immediate potential danger, or refers to property damage that must be addressed as a matter of urgency to prevent further damage. Any repairs that can be addressed the following business day must not be arranged after hours as this is a costly option for owners of the strata property.

Our office reserves the right to refuse payment of invoices for work that is not a Strata Company responsibility and is not of an urgent nature.

NO POWER TO YOUR UNIT?

If there is a power outage to more than one unit in the complex please call Western Power first to determine if there is an outage in the area



Phone 13 13 51 or visit
www.westernpower.com.au/customer-service-power-interruption-information.html

NO GAS TO YOUR UNIT?

If there is a gas outage to more than one unit in the complex please call Alinta Gas first to determine if there is an outage in the area



Phone 13 13 52

NO WATER TO YOUR UNIT?

If there is a water outage to more than one unit in the complex please call Water Corporation first to determine if there is an outage in the area



Phone 13 13 75 or visit
www.watercorporation.com.au/faults/check-for-water-outages

If you have called the relevant Authority and have determined that there is a problem/fault to your unit please contact the preferred contractors below

FIRE ALARM



National Fire Solutions
1300 791 586

Urgent LIFT repairs (eg. lift not working)



Schindler Lifts
13 18 74

Urgent ELECTRICAL (eg. power outage that has been reported to Western Power and fault is determined to be isolated to your unit. Please check the RCD/safety switches before arranging an electrician to attend)



Turn it on Electrical
0400 009 579

Urgent WHEEL CHAIR RAMP repairs



Octagon Lifts
6363 953

Urgent VEHICLE ENTRY GATE repairs (eg. security gate jammed closed. Please check for a manual override key first, and refer to onsite caretaker or owner who may hold the key. Note - security gates which are jammed *open* are not an emergency and must be reported to our office on the next business day)



Marshall Beattie Automation
9355 5600

Urgent PLUMBING or GAS (eg. blocked drains, sewerage overflow, gas leak, hot water boilers)



Majestic Plumbing
0488 689 009

Urgent PLUMBING or GAS (eg. burst water pipe, serious leak)



JTK Property Services
0423 880 774

Urgent GLASS REPLACEMENT (eg. break & enter, malicious damage, accidental damage)



Glass Plus
0419 777 001

Urgent STORM DAMAGE repairs (eg. major roof damage)



State Emergency Service
9323 9300 / 132 500

Urgent INSURANCE CLAIMS (please refer to appointed insurance broker)



Robinson Insurance Brokers
6169 3540

Urgent GENERAL repairs (eg. roof leak, collapsed fencing, locksmith, water leak from one unit to another)



JTK Property Services
0423 880 774

Should any of the listed contacts not be available, please arrange a suitable alternative

Other useful EMERGENCY contact information

CRIME STOPPERS
.com.au
1800 333 000

LOCAL COUNCIL
FOR
Ranger Services

In an emergency

call 000

SES
132 500
In a life threatening
emergency dial 000

Police 131 444
☒ *Save 000 for emergencies* ☒
Press '1' for immediate police attendance
Press '2' to report an incident that does not
need immediate police attendance
Press '3' for general information and other
matters

