



ALL CORRESPONDENCE
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TENANT EMERGENCY CHECKLIST

PLEASE NOTE BEFORE PROCEEDING WITH ANY WORKS, ENSURE YOU HAVE ATTEMPTED TO CONTACT OUR EMERGENCY NUMBER ON: 0411 162 258

<p>Urgent repairs fall into two categories: 1) Essential Services are listed in the Residential Tenancy Regulations 1989 & include repairs to:</p>	<p>2) Other urgent repairs are those that are not an essential service, but might cause damage to the premises or cause undue hardship or inconvenience to tenant.</p>
<ul style="list-style-type: none"> • A Burst Water Service • Gas Leak • Broken Hot Water System • Sewerage Leaks • Dangerous Electrical Faults 	<ul style="list-style-type: none"> • Broken refrigerator • Broken washing machine • Broken tumble dryer • Faulty air conditioning unit (If included in tenancy)
<p>NO HOT WATER OR RUNNING TAP/ BURST PIPE OR GAS LEAK</p>	<p>BEFORE calling emergency service, please check you have completed the following: NO POWER/ ELECTRICITY</p>
<ul style="list-style-type: none"> • Check power board/ meter box to confirm all switches are ON. • Make sure your electricity or gas bill is paid and not disconnected. • Contact ALINTA Gas (13 13 58) to check any gas outages in the area. • If you have a gas hot water system, please ensure the pilot light is lit at all times. It's a good idea to familiarise yourself with how your system operates early on in the tenancy. • If a washer has given way and your taps are beyond a leak please turn off your water at the mains which is generally located somewhere on your front verge/ nature strip. • If a pipe has burst please turn off main water supply immediately. • If there is an over powering gas smell at the property please locate your main gas supply in meter box and turn OFF. 	<ul style="list-style-type: none"> • Check power board/ meter box and confirm all switches are ON. • Make sure your electricity bill is paid up to date and disconnection hasn't taken place. • Contact Western Power (13 13 51) and check they are aware of any power outages in the area. • If possible, check with a neighbor and confirm if they are experiencing the same issue. • If your lights are working but your power points etc. are NOT then please switch off all power points throughout the entire property and unplug all appliances and white goods etc. Ensure all switches in the power board/meter box are ON. Then return inside and plug in each appliance one by one. If the power flicks off again then the last appliance plugged in is your offender. DO NOT continue to use this appliance as it's faulty.
<p>ELECTRICAL FAULT</p>	<p>STORM DAMAGE</p>
<ul style="list-style-type: none"> • If an electrical fault happens during your tenancy and there are live wires or a fire started by a fault please call the fire department IMMEDIATLEY. 	<ul style="list-style-type: none"> • If at any time you experience damage during a storm, please contact 9368 5888 to report it to us for actioning repairs. • If the damages are severe and life threatening, please contact State Emergency Service (SES) on 13 25 00.

DAMAGE TO PROPERTY/ BUILDING	LOCKED YOURSELF OUT?
<ul style="list-style-type: none"> If damage to the property you are renting is caused maliciously by another person please contact your local police department straight away. Please make note of the police report number as your Property Manager may ask for this for insurance purposes. If the above steps have been followed contact 9368 5888. 	<ul style="list-style-type: none"> In the event you have locked yourself out you must call a locksmith at your own cost. Logiudice Property Group is only required to supply you with keys during "Normal Business Hours" Monday to Friday 8:30am to 5pm (not on public holidays) for locksmiths contacts details, please look below.

If you do need to report urgent repairs please contact **0411 162 258** and leave a message with the operator with your return contact number, your property manager, the property address and a brief explanation of the matter.

The lessor/ agent has 24 hours to take action to contact a suitable repairer and arrange for them to fix the property if the repair is deemed or defined an essential service, and 48 hours for any other urgent repair. The repair does not need to be fixed within this time but the lessor must make an appointment with the repairer to fix the problem.

If you are not able to contact the lessor/ agent within 24 hours for an essential repair and 48 hours for an urgent repair you can arrange for the repairs to be carried out by a suitable qualified repairer to the minimum extent necessary.

AIR CONDITIONER FAULTS are not classed as an urgent repair. If your air conditioner does start to leak water please **DO NOT** continue to use it as you will be liable for any subsequent damage.

QUALIFIED REPAIRERS YOU MAY CONTACT IN AN EMERGENCY SITUATION

PLUMBERS:

M & B DUFFY PLUMBING: 0419 991 470
YOUR TRADE SOLUTION: 0425 202 276

ELECTRICIAN:

BREAR AND DOONAN 9328 9144
YOUR TRADE SOLUTION: 0425 202 276
CANDLELIGHT ELECTRICAL 0419 930 215

GENERAL MAINTENANCE:

DARRENS PROPERTY MAINTENANCE: 0413 055 281
YOUR TRADE SOLUTION: 0425 202 276
M4 MAINTENANCE: 0409 889 136

LOCKSMITHS:

HOUDININ LOCKSMITHS: 0414 426 581
(North of the river jobs & CBD jobs)
FORT LOCKS: 0413 054 560
(South of the river jobs)