

## Emergency Plan for Tenants

Sometimes you may be faced with an emergency situation. **An emergency is defined as something that may harm someone, or may cause further damage to the property if left unattended.** At all times please contact the Property Manager during business hours.

### First National Peak Central

**Office:** 9414 9055  
**Office Hours:** Monday – Friday 9.00am – 5.00pm

However if you are faced with an emergency situation after hours, listed below is information on items that are classified as an emergency situation and instructions on how to deal with that emergency without the assistance from your Property Manager.

## Break In & Damage to Glass

Contact the Police and report the break in. The Police will give to you a Police Report number – you must report this to First National Peak Central the next working day. Without obtaining the police report number, the cost of replacing the glass will be invoiced to you.

If there is any other damage to the property besides glass damage, this must be reported to First National Peak Central the next working day.

You may contact the following recommended glazier to secure the property:

- **Prompt Glass** 0411 872 938

## Hot Water System Stops Working

Have you arranged for your gas and/or electricity to be connected?

### Electric hot water system:

- Have you checked the fuse in the metre box? This may have been turned off by mistake
- Have you checked that the water tap on the hot water system itself is turned on?

### Gas hot water system:

- Have you checked to see if the pilot light has gone out? Most units are easily relit, follow the instructions normally located on the inside of the system
- Is the gas valve turned on? This is normally a yellow handle and needs to be in line with the pipes
- Have you checked that the water tap on the hot water system itself is turned on?

### No Electricity

- Have you checked your fuse box? There may have been a power overload, meaning the safety switch would have been activated which now needs resetting. Just flick this switch back on
- If renting a unit, double check with your neighbour to see if their power is also disconnected. It may be the buildings body corporate that needs to be contacted
- There may be a fault in the street. Contact **Western Power** on **13 13 51** to find out if there are any faults in your area
- If none of the above steps have resolved the issue please do an appliance check as detailed below. Please note if an electrician is sent and the fault is due to your appliance you are invoiced for this call out

#### How to do an appliance check

1. Unplug all appliances within the property, then reset the safety switch within your property's metre box.
2. If the safety switch trips or blows again with nothing plugged in, then contact your Property Manager. If the switch turns then back on then follow the next steps.
3. Once you have unplugged all of your appliances and have reset the safety switch, start plugging in your appliances one by one. For example: plug in your toaster and check the safety switch has not clicked off. If the safety switch does click off you know that there is a fault with your toaster and you need to get it replaced or repaired.

**If an electrician is called out to fix the problem and finds the fault is with one of your appliances, you will be charged the electricians call out fee.**

### Electrical & Plumbing Problem That May Cause Harm To the Tenant

- **Trance Electrical**   **0418 901 788**
- **Browns Plumbing**   **9330 5786**

### Burst Water Pipe to Front Verge

Turn the water off at the mains immediately.

- **Water Corporation**   **13 13 75**

### Power Lines Fallen Down

- **Western Power**   **13 13 51.**

### Lost Keys or Keys Locked Inside House

You may contact a locksmith directly; however the tenant is responsible for payment of the account. If you lose your keys or lock them inside the property during business hours, you may use the office keys however they must be returned to the office on the same day you collect them.

**Please do not contact First National Peak Central out of business hours if you have locked yourself out of your property, or if you have lost keys as we are not able to go back to the office out of hours to get keys for you.**

- **Metropolitan Lock Service                      0417 900 051**

### Impact to Building by Vehicle

This is a tragic emergency situation; contact First National Peak Central and follow the below where necessary:

- If injury to another person call an ambulance on **000**
- Call the Police and obtain a police report number
- Call **SES (State Emergency Service) on 132 500**
- If there are any burst water pipes, call any of the plumbers or Water Corp and **turn the water off at the mains**
- If there is any electrical damage, call any of the electrician or Western Power and **turn the power off at the mains**
- If there is water damage to the carpets, call the recommended water extractor **E & R Carpet Cleaning Eddie 0419 901 991**
- If there is structural damage to the house, flooding or electrical problems do not stay in the house
- First National Peak Central will contact the building insurer the next working day, who will send an assessor and attend to any structural repairs

### Severe Damage (Storm, Explosion or Collapsed Ceiling)

This is a tragic emergency situation; contact First National Peak Central and follow the below where necessary:

- If injury to another person call an ambulance on **000**
- Call the Police and obtain a police report number
- Call **SES (State Emergency Service) on 132 500**
- If there are any burst water pipes, call any of the plumbers or Water Corp and **turn the water off at the mains**
- If there is any electrical damage, call any of the electrician or Western Power and **turn the power off at the mains**
- If there is water damage to the carpets, call any of the recommended water extractor **E & R Carpet Cleaning Eddie 0419 901 991**
- If there is structural damage to the house, flooding or electrical problems do not stay in the house
- First National Peak Central will contact the building insurer the next working day, who will send an assessor and attend to any structural repairs

**The following situations are NOT classified as emergency repairs and MUST wait until the next working day to be reported to the office:**

- Blocked Toilets (When there is a second unblocked toilet on the premises)
- Stove/Oven not working
- General Repairs and Maintenance
- Blocked Pipes, Shower, Kitchen Sink
- Trouble with Reticulation
- Leaking Taps
- Air Conditioner Faults
- Pest Control such as ants, mice, rats, cockroaches, flies, silverfish, earwigs etc

The owner **may** pay for the removal of wasps or beehives, however this is not classified as an emergency and you may contact First National Peak Central the next working day to arrange the removal of any nests. This is also the case if you spot any white ants nests in or about the property.

In relation to problems with ants, mice, rats and cockroaches, it is recommend that you purchase treatments such as bombs and/or baits from the supermarket, and ensure that you have placed them in strategic locations to prevent infestation.

**Please note that if you go ahead with a repair that IS NOT classified as an emergency, the owner is NOT obliged to pay for any expenses incurred**