

EMERGENCY CONTACT NUMBERS

Please read the following instructions carefully to ensure you understand the procedure for any emergency maintenance requirements for the property.

Firstly, all requests for service and repairs should be directed to the office for attention. Please call the office direct on 02-42299877 to report the problem so that the appropriate maintenance person can be contacted.

If the problem arises outside of office hours, please still call the office on 02-42299877 and your call will be diverted to a member of our staff who will assist you.

Should that call go unanswered or a message not replied to within a reasonable time frame, **if the matter is of an urgent nature**, please contact the appropriate maintenance contractor as listed.

If you are not sure whether your repair is of an **urgent nature**, the following list may assist:-

- A burst water service
- A blocked or broken toilet/lavatory system
- A serious roof leak
- A gas leak
- A dangerous electrical fault
- Flooding or serious flood damage
- Serious storm or fire damage
- A failure or breakdown of the gas, electricity or water supply to the premises
- A failure or break down of any essential service on the premises for hot water, cooking, heating or laundering
- Any fault or damage that causes the premises to be unsafe or not secure

Approved Emergency Contractors

Hot Water and Electrical	Illawarra Hot Water	02-42264400 0411 244 490
Plumbing	Ken Barnes Plumbing	02-42269188 0419 711 872
Locksmith	Carricks Locksmith	02-4297 3663 0439 384 636
Glass	Langson Glass	02-4225 1300 0402 051 986
Carpet Cleaning	BM Carpet Cleaning	0412 424 461
Integral Energy	Emergency	13 1003
Police	Wollongong Police	02 4226 7899
AGL Gas	Emergency	13 1909
Connect Now	Utilities Connection	1300 554 323