

ABODE

M T M A R T H A

URGENT AFTER HOURS REPAIRS

Our office hours are Monday – Friday 9am-5pm and Saturday 9am-2pm

Should you have an **URGENT** maintenance issue after hours please do the following:

1. Determine if the issue is **URGENT** or not. The following items are considered urgent;

Under the Residential Tenancies Act 1997, urgent repairs in a rental property are:

- Burst water service
 - Blocked or broken toilet system
 - Serious roof leak
 - Gas leak
 - Dangerous electrical fault
 - Flooding or serious flood damage
 - Serious storm or fire damage
 - Failure or breakdown of any essential service or appliance provided by a landlord or agent for hot water, water, cooking, heating, or laundering
 - Failure or breakdown of the gas, electricity or water supply
 - Any fault or damage in the premises that makes the premises unsafe or insecure
 - An appliance, fitting or fixture that is not working properly and causes a substantial amount of water to be wasted
 - A serious fault in a lift or staircase.
2. Identify the correct trade on the following page to attend. Call and arrange a time for them to attend.
 3. Email rentals@abodemtmarta.com.au with the issue at hand and whom you have contacted.

Please note if the trades attend and identify the issue is non urgent you will be liable for the after hours costs occurred.

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RECOMMENDED AFTER HOURS TRADES

Plumber: Eco Plumbing Solutions 0409 761 269
Electrician: Want A Sparky 5975 8402
SES: 132 500

NON-URGENT MAINTENANCE ITEMS

Should you have any non-urgent maintenance items, please leave a voice message on 0405 743 071 with all relevant information or email rentals@abodemtmartha.com.au and we will be in contact when we return to the office the following business day.

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