



■ ■ ■ ■ Urgent repairs

Tenants must report ALL repairs and maintenance, including urgent repairs, without delay to Independent Property Management on 6209 1555 or via e-mail at pm@independent.com.au. Should you not report repairs you may be held liable for any subsequent damage and/or increased expense due to the failure of timely notification.

The specified Urgent Repairs as set out in the Residential Tenancies Act 1997, clause 60 are as follows:

- A burst water system
- A blocked or broken 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 of gas, electricity or water supply to the premises
- The failure of a refrigerator supplied with the premises
- A failure or breakdown of any service on the premises essential for hot water, cooking, heating or laundering
- A fault or damage that causes the residential premises to be unsafe or insecure
- A fault or damage likely to cause injury to person or property
- A serious fault in any door, staircase, lift or other common area which inhibits or unduly inconveniences the tenant in gaining access to and use of the premises

You must follow the following procedure or you may be responsible for the account.

1. In the event of one of the above urgent repairs occurring after office hours, the tenant must comply with the following procedure. Failure to follow the exact procedure will make the tenant personally liable for the cost of any repairs arranged by him or her.
 - (a) Report the urgent repair to Independent Property Management, numbers and e-mail address as above. Leave your name, address, best contact phone number and the nature of the Urgent Repairs.
 - (b) Contact the nominated qualified tradesperson on the list supplied overleaf.
 - (c) Report the urgent repair and arrange access for the repair to be carried out to the maximum value of 5% of the annual rent.
 - (d) The repair cannot exceed the figure indicated to you on your tenant acknowledgement form, included in your tenant kit at commencement of your tenancy.
2. In the unlikely event that the nominated tradesperson is unavailable, the tenant may use a suitably qualified tradesperson of his or her own choice.
3. As the Lessor is liable for the cost of the repair, the tenant must advise the tradesperson of the Owner's name, which you can find on your tenancy agreement and bill them direct, c/-Independent Property Management, GPO Box 1539 Canberra City ACT 2601.

Emergency Tradespeople

Trade	Company	Contact name	Phone
Plumber	Bell Plumbing	Marty	0408 624 385
Electrical	Brindabella Electrical	Darren	0412 208 872
General Maintenance	Fair Go Maintenance	Paul	0403 199 653
Locksmith	Night & Day	Steve & Jan	6290 1938
Carpet Cleaning	Steamatic/Dobbie Carpet Care	Jacqui & David	0411 426 063
Gas Fitter	Belconnen Gas Appliance Sales & Service	Ray	0417 425 798
Glazier	O'Brien's Glass	N/A	13 24 52
Tree Surgeon	ACT Tree Felling	Paddy	0418 264 610
Air conditioner	M&R Air	Michael	0413 948 779
Security Doors	Alucom	N/A	6280 7465
Appliances	Detlev's	Detlev	0412 244 960

Should there be a failure of supply to the premises of gas, call ActewAGL on 131 909, or water, call ACTEW on 131 093

PLEASE NOTE

For garage faults: If the garage door motor is faulty, please use the manual function and report the fault to Independent Property Management the next business day.

For remote controls: If remotes are lost, damaged or locked in motor vehicles or the property, please call a locksmith.
Tenants are responsible for all costs incurred with this.

This list is subject to change. You will be notified should a change occur during your tenancy.

Should any problems or difficulties occur with the nominated tradespeople, please notify our office immediately.