

## Urgent Repairs & Maintenance Procedure

**Tenants must report ALL repairs and maintenance to their Property Manager without delay, including urgent repairs, to Independent Property Management on 6209 1555 or via e-mail at**

**[pm@independent.com.au](mailto:pm@independent.com.au)**

**Should you not report repairs, you may be held liable for any subsequent damage and/or increased expense due to 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 adhere to 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 in the top box of this sheet. Leave details including your Name, Address, Easiest contact phone number and the nature of the Urgent Repairs.
  - (b) Contact a preferred emergency tradesperson from the list
  - (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
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, you, the Tenant, must advise the tradesperson to address the invoice to  
The Lessor,  
c/- Independent Property Management  
PO Box 1539  
Canberra City ACT 2601

## Preferred Urgent Tradespeople List

**Independent Property Management**  
**Phone 6209 1555 Fax 6257 3532**

<b>Responsibility</b>	<b>Company</b>	<b>Contact Name</b>	<b>Phone</b>
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
Locksmith	Advance Locksmiths	John & Sue	0418 625 291
Carpet Cleaning	Steamatic	Jacqui & David	0411 426 063
Gas Fitter	Belconnen Gas Appliance Sales & Service	Ray	0417 425 798
Glazier	Discount Glass	John	6253 1099
Tree Surgeon	ACT Tree Felling	Paddy	0418 264 610
Tree Surgeon	Trees R Us	Julie & John	0421 635 931
Air conditioner	PACES	Joseph	62392345
Blind Cleaning and Repair	Amazing Clean	Terry	62808822
Security doors	Alucom	N/A	6280 7465
Security doors	Valley Security Screens	John and Linda	6297 3531
Pest control	Check Pest Control	Greg	62006233
Pest control	First Choice Pest Management	Mark	0419 249 643
Appliances	Detlev's	Detlev	0412 244 960
Appliances	Appliances Parts and Services	Denise	6280 5066

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 which are lost, damaged or locked in motor vehicles or the property, please call a locksmith. Tenants are responsible for all costs incurred with this.**

**Please note:** 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 trades people, please notify the office immediately.