

EMERGENCY GUIDE

FOR TENANTS

Do you have an after hours emergency?

If you're experiencing an emergency outside business hours and can't reach your Property Manager, please refer to the instructions below.

Business Hours

8:30am – 5:00pm

Only genuine emergencies should be handled after hours. You may contact an emergency trade directly if the issue is urgent, poses a safety risk, or could cause property damage.

What Is Classified as an Emergency? (and who to call)



Burst water pipe – **HD Plumbing & Gas**



Blocked toilet (if only one in home)
HD Plumbing & Gas



Gas leak – **HD Plumbing & Gas**



Electrical issue (likely to cause fire or other issue)
Safe 2 Switch



Fire or explosion – **000**



Power line down – **Western Power**



Break in or vandalism (broken glass or doors that compromise security) – **Police & obtain a case number**



Major storm or flood damage – **Relevant emergency services**



Structural damage or roof collapse – **Property manager**

Emergency Contacts

Plumbing & Gas

HD Plumbing & Gas – 0416 435 789

Glass Repairs

Greg's Glass – (08) 9527 8195

Electrical Faults

Safe 2 Switch – 0423 629 986

Locksmith

Masters Lock Service – 0400 040 838

Utilities

Western Power (Faults) – 13 13 51

Alinta Gas – 13 13 58

Kleenheat – 13 13 52

Emergency Services

Police / Fire / Ambulance – 000

SES (State Emergency Service) – 1300 130 039

Locked Out / Lost Keys

- During office hours, you may borrow a spare key (ID required)
- After hours, call Masters Lock Service
- Locksmith fees are the tenant's responsibility

Need to Report Non-Urgent Maintenance?

Use the [Ailo app](#) to log all general repairs and maintenance requests.

General Guidelines

- Only contact trades listed above in genuine emergencies
- Any non-urgent work arranged after hours may be charged to the tenant
- All emergency call-outs must be reported to us the next business day
- Send through any photos, police reports or invoices via email to your Property Manager