

Emergency Guidelines for Tenants

From time to time emergencies may arise at your property, to ensure that you are compensated for any emergency where a trade person is required please follow the below guidelines.

PLEASE CALL YOUR PROPERTY MANAGER FOR EMERGENCIES

Victoria 0411 171 168

Elizabeth 0414 602 129

Kristie 0421 337 519

We recommend you put the office number and the direct line to your Property Partner into your phone contacts to ensure you have access to the numbers when you need them.

Should you not be able to raise a team member after hours and you need to seek urgent assistance please contact

PLUMBER	Matt Cordero	0422 632 853
ELECTRICIAN	Patrick O'Shannasy	0449 648 066
LOCKSMITH	Lockmart	1300 758 384
GLAZIER	Nepean Glass	5975 9404
GENERAL	Adam Bartlett	0412 545 458

FURTHER CONSIDERATIONS:

- Please refer to the "Renting a home – A guide for tenants" booklet for the definition of an urgent repair.
- Non urgent maintenance is to be put in writing to your property manager.
- Please keep in mind that the mobile is held by a team member of Absolute Property Management to assist you in the most professional, safe and cost effective way for you, the property you are renting and the landlord.
- Please refer to our trouble shooting maintenance guide to avoid the trades invoice becoming your responsibility.
- Our trades will bill us directly where the owner is responsible for the invoice as long as you have followed this process. If not the owner may not be responsible for the repair invoice.