



Maintenance and Urgent Repairs Procedures

As an existing tenant of The Property Collective, please report all maintenance including urgent repairs to your relationship manager via our maintenance hub as soon possible.

In case of an afterhours urgent repair, please initially contact the tradespeople below as first priority. Ensure that your relationship manager is notified on the next business day after the maintenance issue has occurred.

Your tenancy agreement specifies when repairs are urgent and what items fall into this category, it's important to understand that if you arrange maintenance that is not defined under the below category you may be held responsible for payment of any costs incurred.

Below is a list of what is defined as an urgent repair in line with your Tenancy Agreement:

- A burst water service;
- 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;
- A failure or breakdown of any service essential for hot water, cooking, heating, cooling, or laundering;
- A fault or damage likely 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 or use of the premises.

Any maintenance that falls outside this category needs to be reported to your property manager to be actioned during business hours.

Urgent repairs contacts

ACTEW (faults and emergencies)

Electricity **131 093**

Gas **131 909**

Water and sewerage **131 193**

Stormwater **132 281**

Plumbing and gas (check first with ACTEWAGL if there is a suspected gas leak or water outage if applicable)

Results Plumbing **0488 668 835**

PSI Plumbing **0403 715 104**

Roof leaks

State Emergency Services Hotline **132 500**

Locksmith

Night and Day **(02) 6290 1938**

Electrical, heating and cooling (check first with ACTEWAGL for suspected power outages)

Ross and Co **0413 623 049**

CBR Electrical Contractors **0468 554 669**

Carpets (Water extraction only)

Genie Carpet Care **0409 623 355**

Glass repairs

Discount Glass **(02) 6253 1099**

O'Briens Glass **1800 645 011**

Electronic garage doors (change to manual first in event of power failure)

Doorland **0416 024 374**