

THE REAL ESTATE CO EMERGENCY PLAN





EMERGENCY ACTION PLAN

After Hours Response Plan

“What is an Emergency?”

An emergency is an occurrence that is life threatening, puts the safety of individuals and property at risk or poses a danger; for example: water/sewage, gas leak etc..

Tenant

If you are a tenant, all calls **MUST** be directed to your Property Manager for emergency repairs.

Owner

Our office will only accept instructions from Owners and /or our Property Managers, listed in our system.

Important

After Hours services are only to be used for EMERGENCY matters. This can be defined as issues that cannot wait until the following business day.

Non Urgent Matters Matters that do not fall within the definition of ‘emergency’ should be submitted in writing to your Property Manager via email. Please ensure you provide the following information so our expert team can promptly resolve your concern;

1. Property Address
2. Area of inquiry or issue
3. Brief description and any supporting documents

LOSS OF GAS

Things To Do and Check



Gas meter turned on?



Account up-to-date?



All of the above
checked?



Check ATCO Gas for
any outages?

Contact Gas Plumber

This will be at the individual
occupier's expense



HELPFUL LINKS & SERVICE PROVIDERS

ATCO Gas 24/7 Emergency

13 13 52

www.atco.com/en-au

LOCAL GAS PLUMBERS:

**Seascapes plumbing &
Gas**

0459 957 689

LOSS OF WATER

Things To Do and Check



Water meter turned on?



Account up-to-date?



All of the above
checked?



Check Water Corp
for any outages?

Contact Gas Plumber

This will be at the individual
occupier's expense

HELPFUL LINKS & SERVICE PROVIDERS

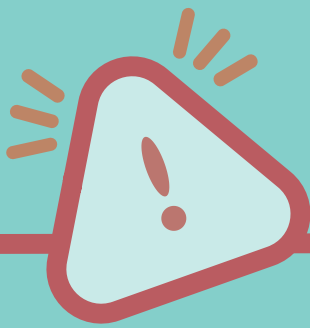
Water Corporation 24/7 Emergency 13 13 75
www.watercorporation.com.au/water-supply

LOCAL GAS PLUMBERS:

Seascapes plumbing &
Gas

0459 957 689





LOSS OF POWER

Things To Do and Check

In a life threatening emergency, call emergency services on 000

Check fuse box and appliances for faults?



Account up-to-date?



All of the above checked?



Check Western Power for any outages?

Contact Electrician

This will be at the individual occupier's expense

HELPFUL LINKS & SERVICE PROVIDERS

Western Power 24/7 Emergency 13 13 51
www.westernpower.com.au/power-outages/

LOCAL ELECTRICIAN

Ample Power

0413 999 307

Dodds Electrical

(08) 9587 0222

