

In case of emergency ONLY

Plumbing & Gas:	Plumbing Bros - 08 6263 0500
Electrical:	Delavale - 0408 900 293
Locksmith/Alarms:	John (Complete Lock & Key) - 0402 177 664
Glass:	(Prompt Glass) - 08 9330 5555
Power Outage:	Western Power Emergencies and Faults - 13 13 51



Helpful Videos

[How to relight your pilot light](#)

[How to locate your Gas & Electricity Boxes](#)



Emergency Information / Troubleshooting

Storm/Severe Weather

In the event of a Storm or during a Severe Weather Warning you sustain damage to the house or a roof leak, call SES and they will attend 132 500. Send through a portal message so we are aware of the situation.

If it is not an emergency, put a maintenance request through the portal.

No Power at all

[CLICK HERE to check if there is an outage on the Western Power website.](#)

Check if all or any of your RCD's have turned off – If so, unplug all your appliances, turn the RCD back on and plug them in one at a time to see if any trip the power. If none of the above works, submit a maintenance request through your portal. **PLEASE NOTE, that if the problem is one of your appliances then you are liable for the cost.**

Power Points not working

Unplug all your appliances, turn the RCD back on and plug them in one at a time to see if any trip the power.

If the above does not work, submit a maintenance request through your portal.

PLEASE NOTE, that if the problem is one of your appliances then you are liable for the cost.

No Hot Water / Discoloured Water

Is your hot water system Gas?

Check if the pilot light has blown out, if so, try to relight it.

If this is not the issue, submit a maintenance request (include a photo)

Is your hot water system Electric?

Check if the RCD/Power has tripped, no power, no hot water.

If this is not the issue, submit a maintenance request (include a photo)

Most general maintenance can wait until our office reopens, however if you incur an actual emergency over the holiday period, call a contractor to attend. Please note if the item was not an emergency, you will be liable for the cost. Emergency/Essential Services are generally: burst water service, gas leaks, sewerage leaks, dangerous electrical faults, water flooding through property. If you cannot reach the appropriate contractor and get your emergency resolved in 24 hours, please message the Licensee on 0433 205 227.



Emergency Information / Troubleshooting

Gas Leak

- Step 1:** Shut off the gas mains in the meter box. If the smell of gas is inside, open all the doors and windows.
- Step 2:** Ensure that no gas appliances have been left on by mistake without ignition.
- Step 3:** If after hours, contact **ATCO on 13 13 52** for further instructions. If they recommend a gas plumber, please notify our office and leave a message **0433 205 227** for a return call.

Major Water Leak

- Step 1:** Turn off water at the mains (if unsure of the location, contact the **Water Corporation on 13 13 75**).
- Step 2:** If after hours, contact the Water Corporation for advice. If a plumber is required, please phone our office on **0433 205 227** and leave a message for a return call.
- Step 3:** Soak up all excess water.

Leaking Hot Water System

- Step 1:** Turn off hot water system tap or switch and or/mains water.
- Step 2:** If cannot wait until the next business day, please phone **0433 205 227** and leave a message for a return call.

Break In

- Step 1:** Contact the **Police via 13 14 44** and lodge a report (ensure you save the police report number)
- Step 2:** If the property is not secure i.e broken windows/locks, please phone **0433 205 227** and leave a message for a return call.

Fallen Power Line

- Step 1:** Contact **Western Power immediately on 13 13 51** and do not approach the area within 8 meters.

Locked Out

- Step 1:** If you are locked out of the property, you will need to phone a licensed and insured locksmith. Please note that you will be responsible for the cost of attendance.

Complete Lock and Key may be able to assist 0402 177 664.

EMERGENCY CONTACT NUMBERS

Life Threatening Emergency (Police, Fire, Ambulance): 000

SES (State Emergency Services) to attend to damage caused by natural disasters/securing a property following storm/fire/flood etc.: 132 500

ATCO (Gas Faults or Emergencies): 13 13 52

Western Power (Electrical Faults): 13 13 51