



Emergency Action Plan

What to do if you experience an Emergency outside of business hours

Please note that this action plan is not for general maintenance or non-urgent matters.

If you plan to report maintenance items please follow the office procedure and notify us in writing either by email or by completing a maintenance request form to be actioned in due course.

If you do experience a situation that is an emergency outside business hours, please follow the steps in this document to ensure that you, your family, and the property are safe.

ACTION PLAN

What is an emergency?

A serious, unexpected, and often dangerous situation requiring immediate action. In other words, if the situation can wait until the morning, then it most likely is not an emergency.

Please be advised that under the Residential Tenancies Act, the following can be considered urgent:

- BURST WATER SERVICE
- GAS LEAK
- BROKEN/BLOCKED TOILET (if only 1 toilet)
- SERIOUS ROOF LEAK
- DANGEROUS ELECTRICAL FAULT
- FLOODING
- FAILURE OR BREAKDOWN OF THE GAS
- SERIOUS STORM OR FIRE DAMAGE
- ELECTRICITY OR WATER SUPPLY FAILURE

IMPORTANT

Below are the contact details for trades to assist in an emergency. If this matter is not an emergency, the cost will be yours to pay.

What to do - LOSS OF POWER

- Check nearby houses to confirm that the whole neighbourhood has lost power.
- Check the Western Power website to see if there is any information on a fault -
<https://www.westernpower.com.au/outages/>
- If listed as a power outage please follow Western Powers Advice provided.
- Check the Circuit Breaker (fuse box) and turn on any switches that are off.
- Please check that that you have paid your account . If you haven't, pay your account and arrange for an electrician at your cost to come and switch the power back on.
- If the fault occurred as a result of an appliance being turned on, unplug the appliance and check before using again. Please note that should the use of a faulty appliance occur and a trade is called, this will be at your cost.
- Any trade that is called and the matter is not an emergency, please note you will be charged.

What to do - LOSS OF WATER

Please contact the Water Corporation.

Call 13 13 75 so that they can respond as soon as possible.

What to do - LOSS OF GAS

Please check with your gas supplier fault line and follow their advice.

What to do - Emergency Situation

In the event of an emergency, please contact the below parties for support

FIRE OR LIFE THREATING EMERGENCIES -
POLICE/FIRE/AMBULANCE - 000

SIGNIFICANT STRUCTURAL DAMAGE, EMERGENCY REPAIRS
- SES - 132 500

POLICE ENQUIRES AND NON EMERGENCIES REQUIRING
POLICE - WA POLICE - 131 444

GENERAL EMERGENCY INFORMATION - 133 337

Emergency Trade Contacts

In the event of an URGENT maintenance request, please see the below list of trade contacts. If you have an emergency situation whilst our office is closed, please contact the relevant tradesperson below. If the tradesperson is not available, please leave a voice message for them and they will return your call.

Please ensure that you let me know by sending an email if you have had to call for an emergency tradesperson:

ELECTRICAL

Electrical Bros - 1300 057 827 (Public Holidays & Weekends)
All other dates - 08 6263 0585

PLUMBING AND GAS

Plumbing Bros Mandurah - 08 9500 4384

LOCKSMITH

Master Lock Services - 0400 040 838



HC

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Owner / Leasing



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