



Emergency Action Plan

IF YOU EXPERIENCE AN EMERGENCY OUTSIDE OF BUSINESS HOURS

Please note, this action plan is for **emergency situations only** and is not to be used for general maintenance or non-urgent matters.

For *general maintenance requests*, please follow our usual office procedure and notify us in writing via email or by completing a maintenance request form. Your request will then be actioned in due course.

If you experience an emergency outside of business hours, please follow the steps outlined in this document to help ensure the safety of you, your family and the property.

WHAT IS AN EMERGENCY?

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

*Please be advised that under the **Residential Tenancies Act**, the following may 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

LOSS OF POWER SUPPLY

- 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 Power's advice provided.
- Check the circuit breaker (fuse box) and turn on any switches that are off.
- Please check 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.

LOSS OF WATER SUPPLY

Please contact the **Water Corporation**.

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

LOSS OF GAS SUPPLY

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

WHO TO CONTACT

EMERGENCY CONTACTS

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 ENQUIRIES AND NON EMERGENCIES REQUIRING POLICE

WA POLICE - **131 444**

GENERAL EMERGENCY INFORMATION

133 337

EMERGENCY TRADE CONTACTS

If our office is closed, please contact the relevant tradesperson directly.

If unavailable, leave a voicemail with your name, contact details and a brief description of the issue.

Please email us if you have contacted an emergency tradesperson.

ELECTRICAL

Electrical Bros - **1300 057 827** (Public Holidays & Weekends)

All other dates - **08 6263 0585**

PLUMBING AND GAS

Matt's Plumbing and Gas - **0409 442 582**

LOCKSMITH

Prestige Lock Service - **1800 300 399**

PLEASE NOTE

If a trade is called and the matter is not an emergency, you will be charged.

PROPERTY MANAGEMENT TEAM

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