

## **Rental Property Maintenance**

All non-urgent maintenance must be in writing as per Consumer Affairs Victoria 'Renting a Home – A Guide for Tenants' page 21. A copy of the guide was given to you at the commencement of your tenancy. Please ensure any matter that you are raising is deemed an **URGENT REPAIR** ... If you are unsure, we direct you to the link below from Consumer Affairs Victoria; [Repairs in rental properties - Consumer Affairs Victoria](#)

In the case of an emergency only, please see below steps for you to take.

**Step 1.** Contact RACV Emergency Assist on 1300 427 228 and quote the property address (please note, not all Rental Providers are signed up for this service).

**Step 2.** Any external plumbing issues, please contact Greater Western Water as your first point of contact... Email [contact@gww.com.au](mailto:contact@gww.com.au) or call 13 44 99.

**Step 3.** Any urgent oven issues, please assess and determine whether the oven is gas or electric prior to contacting any emergency trades person... GAS - Plumber | Electrical – Electrician.

**PLEASE NOTE:** These tradesmen should only be contacted directly if the problem is an emergency. If it is found that the matter was not an emergency, you will be billed for any costs involved.

**FOR URGENT REPAIRS ONLY** - A burst water service - A dangerous electrical fault - A blocked or broken lavatory system - Flooding or serious flood damage - A serious roof leak - Serious storm or fire damage - A gas leak - A serious fault in a lift or staircase - A failure or breakdown of any essential service or appliance provided by your landlord or agent for hot water, water, cooking, heating or laundering - Failure or breakdown of the gas, electricity or water supply - An appliance, fitting or fixture that is not working properly and causes a substantial amount of water to be wasted.

See page 20 of the 'Renting a Home Guide' that was given to you at the start of your tenancy. All Tenants must notify our office or their Property Manager by leaving a detailed message and/or email.

## **Emergency Trades Contact List**

### **Electrician**

Westgate Electrical Scott Mullins M|0409 705 612 [E|scott@westgateelectrical.com.au](mailto:scott@westgateelectrical.com.au)

Lighting Melbourne Josh Corradi M|0423 650 036 [E|josh@lightingupmelbourne.com.au](mailto:josh@lightingupmelbourne.com.au)

**Plumbing** (Any emergency plumbing, contact Greater Western Water as your first point of contact)

Greater Western Water 13 44 99 [E|contact@gww.com.au](mailto:contact@gww.com.au)

Maintenance Plumbing Melbourne Imad M|0434 022 483 [E|info@mpmplumbing.com.au](mailto:info@mpmplumbing.com.au)

Newport Plumbing Dan M|0418 508 100 [E|hanini@bigpond.com.au](mailto:hanini@bigpond.com.au)

Heating and Cooling Roze Air Sean Roze M|0435 042 923 [E|sean@rozeair.com.au](mailto:sean@rozeair.com.au)

**Locksmith**

All West Locksmith Jared Robinson M|0411 484 552 E|[allwestlock@gmail.com](mailto:allwestlock@gmail.com)  
Silver Arrow Services M|0484 240 335 E|[info@silverarrow.com.au](mailto:info@silverarrow.com.au)

**Glazier**

Pronto Glass Michael Pierce M|0412 646 063 E|[mpierce1@live.com.au](mailto:mpierce1@live.com.au)  
Quick Glazier Danny Daryaie M|0409 161 910 E|[quickglazier@gmail.com](mailto:quickglazier@gmail.com)

**Garage Doors**

Superior Installations Val Donakov M|0402 100 364 E|[sales@superiorinstallations.com.au](mailto:sales@superiorinstallations.com.au)

**Handyman**

Dave's Home Services Dave M|0425 756 898 E|[drd.vickers@optusnet.com.au](mailto:drd.vickers@optusnet.com.au)  
BM Handyman Services Gary M|0488 173 173 E|[bmhm@outlook.com.au](mailto:bmhm@outlook.com.au)