



## KEEP THIS ON YOUR FRIDGE REPAIRS PROCEDURES

It is company policy that all repairs and requests are put in writing to our firm as soon as you are aware of them. You can fax to us: 9688 4777, email us: [wentworthville@lsrealestate.com.au](mailto:wentworthville@lsrealestate.com.au), fill in a form at our office or access a repair form from our website: [www.laingssimmons.com.au/wentworthville](http://www.laingssimmons.com.au/wentworthville)

If your repair is urgent please call our office immediately. Our office hours are Mon-Fri 8.30am – 5.30pm, Sat 8.30am – 5pm & Sun 10am-4pm.

Clause 17 of the Residential Tenancy Agreement (page 3 of the blue booklet) indicates what an urgent repair is.

- 17.1 a burst water service; or
- 17.2 a blocked or broken lavatory system; or
- 17.3 a serious roof leak;
- 17.4 a gas leak; or
- 17.5 a dangerous electrical fault; or
- 17.6 flooding or serious flood damage; or
- 17.7 serious storm or fire damage; or
- 17.8 a failure or breakdown of the gas, electricity or water supply to the premises; or
- 17.9 a failure or breakdown of any essential service on the premises for hot water, cooking, heating or laundering; or
- 17.10 any fault or damage that causes the premises to be unsafe or not secure

In the event of an urgent repair you firstly must call our office or your Property Manager. If our office is closed and you cannot reach your Manager, below are the trades people you must call for your urgent repair as listed above.

PLUMBING	Ace Plumbing -	1300 852 348 or 0400 110 777
ELECTRICAL	M.S Paul Electrical -	0412 231 823
HANDYMAN	LBC Property Services	0403 332 588
LOCKSMITH	Aqualina Hi-Tech	0404 444 002 or 9637 5804

Please be aware if you organize a repair outside the above guidelines you may be responsible for the cost.

Always speak to your Property Manager with any concerns.  
Office: 9688 4000

Melanie van Bentum	0416 239 222	SENIOR PROPERTY MANAGER
Philip Habib	0415 478 696	PROPERTY MANAGER
Nicole Johnson	0421 888 032	PROPERTY MANAGER
Amy Geelan	0405 290 500	PROPERTY MANAGER
Sheree Hope	0410 424 230	PROPERTY MANAGER