



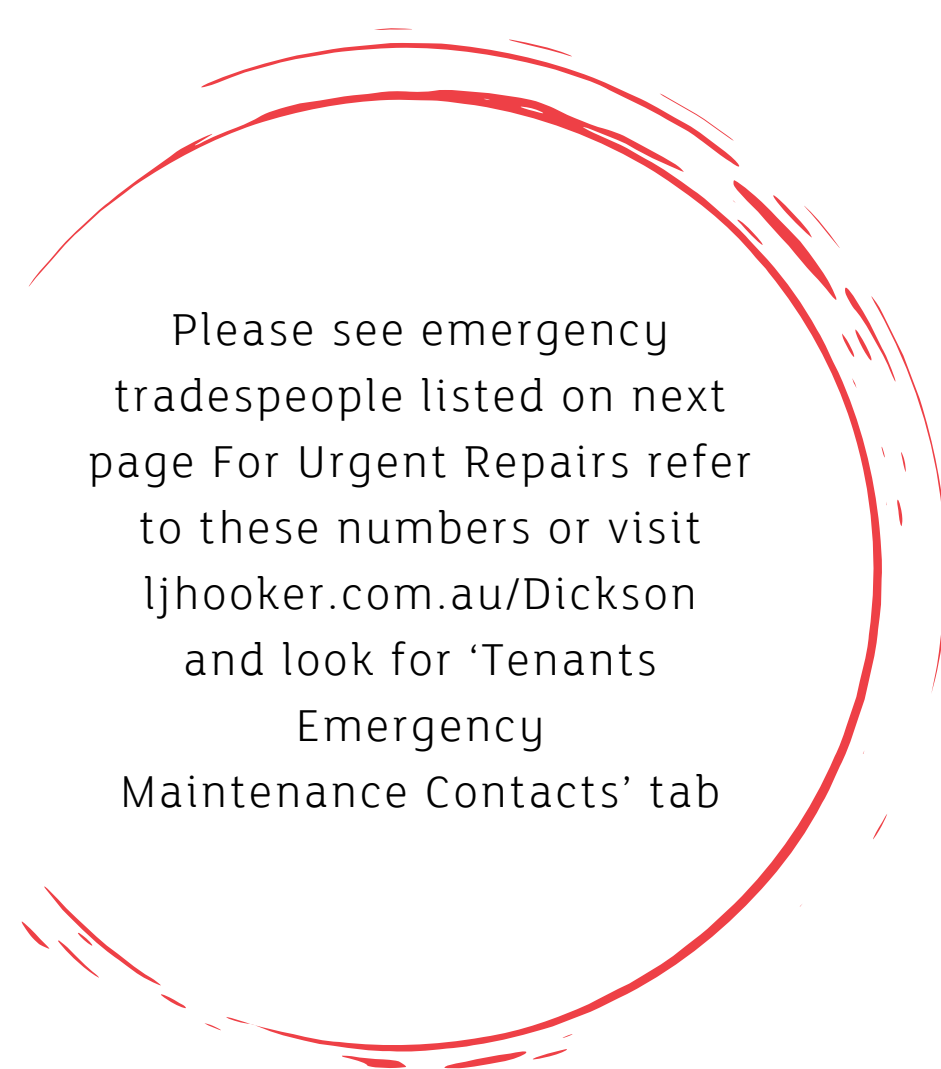
Urgent repairs.

The procedure is.

- Contact LJ Hooker Dickson on 6257 2111 or email reception.dickson@ljhooker.com.au.
- If call goes to message bank leave your name, property address, time of day and nature of emergency then proceed to call the relevant tradesperson from the emergency tradesperson list.
- If necessary, leave a message for the tradesperson and wait a reasonable period.
- If there is no response from any of our preferred tradespeople within a reasonable period, you are then able to contact a tradesperson of your choosing.
- Have your copy of your Tenancy Agreement available as proof of identity for the tradesperson.

Urgent repairs are classified as.

- A burst water service- locate water mains (usually located along the front of the property boundary) and turn water off, if possible.
- A blocked or broken lavatory system.
- A serious roof leak.
- A gas leak.
- A dangerous electrical fault.
- Flooding or serious flood damage.
- Serious storm or fire damage.
- A failure of gas, electricity or water supply to the premises.
- The failure of a refrigerator supplied with the premises.
- A failure or breakdown of any service on the premises essential for life, water, cooking, heating or laundering.
- A fault or damage that causes the residential premises to be unsafe or insecure.
- A fault or damage likely to cause injury to person or property.
- A serious fault in any door, staircase, lift or other common area which inhibits or unduly inconveniences the tenant in gaining access to and use of the premise.



Useful numbers.

000	POLICE/FIRE/AMBULANCE	(02) 5124 8080	INNER NORTH (DICKSON) WALK IN CENTRE
6244 2611	CANBERRA HOSPITAL EMERGENCY	13 11 26	POISONS INFORMATION CENTRE
6201 6111	CALVARY HOSPITAL	13 22 81	CITY RANGERS
6288 1711	AFTER HOURS DOCTORS –CALMS		



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Trades and Contacts.

Repair.	Trade Contact.	Number.
Electrician	Capital Home Electrical - Matt	0416 136 194
Plumbers	Chesters Plumbing - Ben JML Plumbing and Gas - Josh	0404 070 588 0431 445 094
Gas Appliances	Chesters Plumbing- Ben ActewAGL - Water, sewerage, storm water	1800 801 886 / 0408 608 201 131 909
Roofing Leaks	All Clear Roofing - Rick Chesters Plumbing - Ben State Emergency Services - floods & storms	0411 694 584 0408 608 201 132 500
Glass Repairs	Discount Glass O'Briens Glass	6253 1099 132 452
Locksmith	Googong Locksmiths - Jason Night & Day	0408 004 916 6286 5038 / 0407 735 503
Trees Down	State Emergency Services	132 500
Carpet Cleaner	Stain Busters Cleaning Brilliance - Marie Burley Griffin Carpet Care - Matt & Glen	1300 0 78246 0418 622 020 6260 3677
Emergency Sevices	Police Assistance - Non Emergency Emergency SES	131 444 000 13 25 00