

- **TENANTS** – In **ALL circumstances**, **tenants MUST** contact their property manager or landlord (i.e. whoever they pay rent to). Unfortunately strata managers **cannot** take instructions from any tenant(s).
- **OWNERS** – Please use the following information:

Routine (non-urgent) Maintenance

For **non-urgent** building maintenance and common property maintenance, please email your request to your strata manager at Chambers Franklyn Strata Management.

- If the maintenance item is a strata company responsibility your Strata Manager or their Assistant Strata Manager will make the necessary arrangements and notify you accordingly.
- If the maintenance item is not a strata company responsibility will be notified by return email.

⇒ Email: strata@chambersfranklyn.com.au

Urgent / Emergency Maintenance

What is urgent or emergency maintenance?

Urgent maintenance or an emergency is any occurrence or incident that is immediately **potentially hazardous to the health & safety** of any residents or visitors at your unit or strata scheme or puts your property at risk of significant damage or additional damage.

During office hours

In the first instance, and whenever possible all urgent/emergency maintenance requests should be referred to your Strata Manager or their Assistant Strata Manager at Chambers Franklyn Strata Management via telephone, and followed up with an email:

⇒ Telephone: **9440 6222** (Monday to Friday – 9am to 4pm)

⇒ Email: strata@chambersfranklyn.com.au

After hours

If the occurrence or maintenance issue happens after-hours but can wait until the following business day to be attended to, it ***should not*** be treated as an after-hours emergency.

Please note that Owners may be liable for any after-hours call-out fees and extra costs if an after-hours service call is arranged for a non-emergency situation.

⇒ The Chambers Franklyn after hours contact number is: **0422 844 158**

Please note: This is not a 24hr service. If there is no response within one hour please contact the appropriate tradesmen from the lists below, then contact your strata manager as soon as is possible the next business day to notify them of the issue and the action you have taken.

Please use the following guidelines *before* calling the After-Hours Mobile number, and please use the trades listed below if you are unable to contact Chambers Franklyn Strata Management.

Electrical power outage

In the event of a power outage your first action is to check with a neighbour to determine if the outage is just at your unit, or is affecting your whole strata scheme.

⇒ If it appears that the whole of your strata scheme is affected, you can check to see if the outage is also affecting your whole street or suburb by contacting **Synergy** on **13 13 51** or online at <https://westernpower.com.au/faults-outages/>

If it is a Synergy or Western Power outage, ***please do not*** call in a tradesperson.

Should Synergy or Western Power indicate that there are no faults in your area; the next step (if possible) is to access your electrical meter box to check for tripped RCD switches and/or blown fuses.

If you cannot find the RCD's and/or fuses, or cannot access or locate the electrical meter box, or cannot reset the RCD's and/or fuses, you can then contact any *one* of the following tradesmen for after-hours attendance:

- | | |
|----------------------------|--------------|
| ⇒ Paramount Power (Blake) | 0416 294 303 |
| ⇒ MDS Electrical (Michael) | 0412 099 345 |

Water supply outage

In the event of a supply outage (no water) your first action is to check with a neighbour to determine if the outage is just at your unit, or is affecting your whole strata scheme.

- ⇒ If it appears the whole of your strata scheme is effected you can check to see if the outage is also effecting your whole street or suburb by contacting the **Water Corporation** on **13 13 75** or online at <https://www.watercorporation.com.au/faults/check-for-water-outages>

If it is a Water Corporation outage, *please do not* call in a tradesperson.

Should the **Water Corporation** indicate that there are no faults in your area; the next step (if possible) is to locate your water meter, and ensure it is turned on.

If you cannot find your water meter, or cannot access your water meter, or discover a fault with your water meter, you can then contact the following tradesmen for after-hours attendance:

- | | |
|---------------------------|--------------|
| ⇒ Perina Plumbing (Simon) | 0439 995 512 |
| ⇒ Conburg Plumbing (Paul) | 0418 941 518 |

Plumbing – blockages & leaks:

In the event of a drain blockage (sink, shower, toilet) that is or could become a health hazard, contact one of the plumbers above.

In the event of a burst pipe or a badly leaking pipe or tap, turn off your water supply at the main water meter if possible, and then contact one of the plumbers above.

Plumbing – gas supply & gas leaks:

In the event of a supply outage (no gas) or you can smell gas (a gas leak), contact **Alinta Gas** on **13 13 52**.

Building & Grounds Maintenance

Glass damage – accidental or malicious breakages:

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|-----------------------|---|
| ⇒ Deluxe Glass (Dean) | 0487 042 462 |
| ⇒ Action Glass | 9249 2429 |
| ⇒ Greg's Glass | 9527 8195 (in the Rockingham/Mandurah area) |

Storm damage – (for example, roof tiles blown off, debris or fallen trees blocking the driveway) OR **Accidental damage** (for example, a car accidentally hits the wall of a unit or a garage support pillar):

If the damage is any way dangerous, or if left for more than 12 hours could become dangerous, or leaves any resident exposed to the elements, contact one of the following building maintenance contractors for after-hours attendance:

- | | |
|-------------------------|----------------------------------|
| ⇒ JTK Property Services | 9209 1523 or 0423 880 774 (Matt) |
|-------------------------|----------------------------------|

In the event of severe storm damage, or if no building maintenance contractors are available, contact the **State Emergency Services** on **13 25 00**.

Please Note: Damaged and fallen fences can be left until the next business day, unless they are blocking access or are potentially dangerous if left in the damaged condition that they are in.

Reticulation faults—turn the reticulation system off and report the fault to your strata manager on the next business day. If the reticulation system will not turn off, or is still leaking after being turned off, contact one of the above maintenance contractors or plumbers.



Automatic gate / entry door faults– Check with another resident to ensure you don't have a flat battery in your remote control, or a faulty swipe card.

If nobody's remotes or swipe cards are working, switch the gate/door into manual override/operation and then set the gate/door in the open position. Report the fault to your strata manager on the next business day.

If the gate/door is damaged and cannot be opened contact:

⇒ Marshall Beattie Automation 9355 5600

Remote control faults–If a battery change does not restore your faulty remote, contact your strata manager on the next business day for a replacement remote. Please note a fee may apply for the replacement.

Proximity card (swipe card) faults–Contact your strata manager on the next business day for a replacement card. Please note a fee may apply for the replacement.

Lost keys / Locked out – Chambers Franklyn Strata Management does not hold any keys to the front door of any unit or apartment. You will need to arrange a locksmith at your own expense to open your front door if you are accidentally locked out or if you have lost your keys. We recommend:

⇒ Diamond Lock & Key (a 24-hour service) 9344 1965.

Lift faults– Contact the lift service contractor as detailed either on the wall inside the lift itself or externally near the lift call button and report the fault to your strata manager on the next business day.

⇒ KONE Elevators 1300 362 022
 ⇒ Schindler Lifts 13 18 74
 ⇒ ThyssenKrupp Elevators 1300 799 599
 ⇒ OTIS Elevators 1800 626 847
 ⇒ City Lifts 9331 1004
 ⇒ Sito Elevators 9457 1648

Insurance Company– AFTER HOURS contacts

If you have a fire; or your unit is too badly damaged to stay in (after a storm, etc) please contact your strata company insurer directly, and notify your strata manger on the next business day.

⇒ CHU Insurance – 1800 022 444
 ⇒ SCI Insurance – 1300 724 678
 ⇒ PSC Property Lync Insurance Brokers 1300 127 503 claims@lyncinsure.com.au
 ⇒ BCB (Body Corporate Brokers) 9274 8004
 ⇒ Wesfarmers Insurance – 1300 934 934

Note: If your strata insurance policy is via an insurance broker, always contact that broker in the event of a claim. If you are unsure of your strata insurer, refer to the minutes of your most recent Annual General Meeting.

Please also note that if any of the contacts listed in this document are not available or not contactable, you may engage **any** suitably qualified tradesperson you can find via a Google search or the Yellow Pages, etc.

Other Important Contacts

Police	General enquires (non-emergency Police assistance) _____	13 14 44
	Emergencies (Police attendance for life threatening situations) _____	000
Crimestoppers	For reporting illegal or suspicious criminal activity _____	1800 333 000
Fire & Emergency Services	General enquires (for alerts, warnings, etc) _____	13 33 37
	Emergencies (FESA attendance for life threatening situations) _____	000
State Emergency Service (SES)	For assistance after floods, storms, etc _____	13 25 00
Ambulance	Emergencies (life threatening situations, critical injury & illness) _____	000
Poisons Information Centre	_____	13 11 26