

URGENT REPAIRS

WHAT EXACTLY IS AN URGENT REPAIR AND HOW DO I GET IT FIXED?

Hugo Alexander Property Group constitutes a repair to be urgent as per the meaning as set out by the Residential Tenancies Act, and includes:

- Burst water service
- Blocked or broken toilet system
- Serious roof leak
- Gas leak
- Dangerous electrical fault
- Flooding or serious flood damage
- Serious storm or fire damage
- Failure or breakdown of any essential service or appliance provided by a landlord or agent for hot water, water, cooking, heating or laundering
- Failure or breakdown of the gas, electricity or water supply
- Any fault or damage in the premises that makes the premises unsafe or insecure
- An appliance, fitting or fixture that is not working properly and causes a substantial amount of water to be wasted
- A serious fault in a lift or staircase

Should you have an urgent repair during business hours, please phone our office in the first instance as soon as you become aware of the issue.

It is the policy of Hugo Alexander Property Group that ALL requests for repairs and maintenance must be submitted to our office in writing. You can do so by filling in our Maintenance Request Form found on our website www.hugoalexander.com.au (or by providing all details of the request by any other means of written correspondence) and either hand it in to our office at level 1 at 82 Vulture Street West End or email it to: pm@hugoalexander.com.au.

All urgent repairs will be attended to within 24 hours and all non-urgent repairs will be attended to within 14 days, as per the Residential Tenancies Act.

If you experience an emergency outside of business hours, please contact our after hours emergency line on 0435 788 799. If you have made every effort to contact our after hours service and have had no response, please contact the relevant trades person from the list below (please note that you may be liable for the after hours call-out costs where the repair is deemed non urgent or where the Landlord is not responsible for the repair.) In the event of a major flood, storm and/or roof damage, the Queensland State Emergency Service (SES) can be contacted on 13 25 00 for assistance. If you experience a fire contact 000 immediately.

Plumbing:	SJK Collective 3870 9893
Electrical:	SJK Collective 3870 9893
Air-con & Gas:	SJK Collective 3870 9893
Handyman:	Bu Sabang 0432 095 255
Locksmith:	South Bank Locksmiths 3844 9977
Glazier:	Rapid Glass: 3256 2020