

TENANT REPAIR & EMERGENCY GUIDE

Stairway Real Estate — Property Management

This guide is intended to help you decide what to do when something goes wrong at the property, and what we consider reasonable in most circumstances, it is not the law - always put safety first and consider your own specific circumstances.

If our preferred contractors cannot help, call another but ensure they are licensed. Repairs are split into three tiers — Emergency, Urgent, and Non-Urgent — based on the risk and impact to the property and your safety. Please read this guide carefully so you know what steps to take and when.

Apartments / Units

Note that common areas are the responsibility of the relevant strata manager, not the property owner. Contact details for the strata manager are often displayed around the common areas.

If any maintenance is carried out at the property that is later determined to have been caused by the tenant (other than wear and tear), the owner will not be deemed responsible, and you will be held accountable for any associated expenses.

TIER 1 — EMERGENCY

Immediate risk to life, safety or serious property damage — act right away

The following situations are emergencies. Do not wait to contact your Property Manager first — take action immediately, then notify your Property Manager as soon as it is safe to do so.

What is an Emergency?

- A gas leak or smell of gas
- Burst water pipe or serious internal flooding
- Sewerage overflow
- Complete loss of electricity (not a network outage)
- Exposed or dangerous wiring
- Fire, significant storm damage, or vehicle impact to the building
- Roof that has partially come off or is causing significant water ingress
- Structural damage posing immediate safety risk (e.g. collapsed ceiling)
- Break-in leaving the property unable to be secured

Gas Leak

Alinta Gas 24hr	13 13 52
Plumber 24/7	BMD Plumbing & Gas — 0415 422 005
Alternate	If our preferred contractors cannot help, call another but ensure they are licensed.

Electrical Emergency / Fallen Power Lines

FALLEN POWER LINES: Do not approach or touch under any circumstances.

Call Western Power on 13 13 51 immediately. Keep others away and wait for emergency services.

For a complete power failure at the property (not a network outage), try the following before calling an electrician *(If a tenant-owned appliance caused the fault, the tenant is responsible for any electrician's invoice.)*:

- Turn off all appliances and unplug them.
- If tripped, reset the RCD switch in the meter box.
- If you can do so safely, plug appliances back in one at a time to identify any faulty appliance.
- If the RCD trips, that appliance is faulty — remove it.
- If the issue is not resolved, contact our electrician.

Western Power 24hr	13 13 51 www.westernpower.com.au
Electrician	Intelligent Electrical Solutions — 0494 118 252
Electrician (24/7)	Steven Murphy Electrical — (08) 9381 7711
Alternate	If our preferred contractors cannot help, call another but ensure they are licensed.

Burst Water Pipe / Serious Flooding

- Turn off the water mains immediately (meter is usually at the front of the property in line with the letterbox).
- If you cannot find the meter, call the Water Corporation on 13 13 58.
- If the leak is internal, contact our plumber once water is isolated.
- If the leak is to Water Corporation's pipes (roadside of the water meter, or the meter itself), contact them directly.

Water Corporation	13 13 58
Plumber 24/7	BMD Plumbing & Gas — 0415 422 005
Alternate	If our preferred contractors cannot help, call another but ensure they are licensed.

IMMEDIATELY — Leak inside the Property:

Do not use light switches or appliances.

Leave the property leaving the door open to ventilate.

If safe locate the gas meter and shut the control valve (usually at the front or side of the property, may not be present for apartments).

Call Alinta Gas on 13 13 52 and our preferred plumber.

IMMEDIATELY — Leak Outside the Property:

Contact Alinta Gas on 13 13 52.

Break-In, Damaged Windows or Unsecured Entry Points

Anything involving a broken or damaged window — contact a glazier. Anything involving a door that cannot be secured — contact a locksmith.

- Call the police immediately and obtain a report number. You must provide this to our office the next business day — without it, replacement costs may be invoiced to you.
- If a window is broken, contact the glazier to board up or replace the glass.
- If an entry door cannot be secured, contact the locksmith.
- You may instruct the tradesperson to forward the invoice directly to our office, attention to your Property Manager. Note: some may require payment on site — get a receipt.

If the damage was caused by you, payment of the invoice is your responsibility. Report the matter to your Property Manager the next business day regardless.

Police	000 (emergency) or 131 444 (non-emergency)
Glazier 24/7	O'Brien Glass Perth — 1800 059 217
Locksmith 24/7	SAS Locksmiths — 9227 7727
Alternate	If our preferred contractors cannot help, call another but ensure they are licensed.

Roof Damage & Severe Storm

EMERGENCY ROOF PROCEDURES

If the roof is significantly damaged, leaking badly, or has partially come off:

1. Call SES on 1300 130 093 — they can provide emergency tarping to make the property temporarily safe.
2. Then contact one of our emergency roof repair contractors listed below.
3. DO NOT attempt to access the roof yourself — this is extremely dangerous.
4. If the property is unsafe to remain in, vacate immediately and advise your Property Manager.

SEVERE STORM, FIRE OR VEHICLE IMPACT:

If there is personal injury — call 000.

If there is fire — call 000.

Call police and obtain a report number.

If the property is open to the elements — call SES on 1300 130 093.

If there are burst pipes — turn off water at the mains if safe.

If there is electrical damage — turn off power at the mains if safe.

DO NOT stay in the property if there is structural damage, flooding or electrical risk.

Advise your Property Manager as soon as it is safe to do so.

SES (State Emergency Service)	1300 130 093
Emergency Roof Repair 24/7	Jamart Roofing — 0405 114 999
Emergency Roof Repair 24/7 (North Perth / Wangara)	SecureWorks WA — 0489 267 776
Alternate	If our preferred contractors cannot help, call another but ensure they are licensed.



TIER 2 — URGENT REPAIRS

Not an immediate emergency, but needs attention quickly to prevent damage, injury or serious inconvenience

Urgent repairs are things that aren't life-threatening right now, but could cause damage, injury or significant inconvenience if left unattended for too long. These must be reported to your Property Manager as soon as possible.

What is an Urgent Repair?

Essential services (examples):

- Hot water system not working
- Gas supply fault (not a leak — see Tier 1 for leaks)
- Loss of water supply
- Sewerage issue not posing an immediate overflow risk

Other urgent issues (examples):

- Roof leak (not severe — but causing water ingress)
- Broken windows or locks (property still secured, but compromised)
- Stair banisters or balcony railings damaged
- Storm or fire damage not requiring emergency evacuation
- Garage door not functioning

What to Do — Urgent Repairs

- Report the issue to your Property Manager right away — clearly in writing via Property Tree AND by SMS or phone call leaving a clear message noting severity.
- We strongly encourage you to do this during business hours wherever possible. If an issue occurs during business hours, please contact us then — do not wait. Tradespeople are less available and cost significantly more outside of business hours, and if an after-hours callout could have been avoided, you may be held responsible for the difference in cost.
- Your Property Manager will arrange a suitable tradesperson as quickly as possible.

If your Property Manager has not responded by 2pm on the same business day:

For essential service faults (hot water, gas, water supply, electricity, sewerage) — you may arrange a suitable tradesperson yourself if you have not received a response by 2pm on the same business day that you reported the issue.

Wherever possible, arrange the repair during business hours to avoid after-hours costs.

If you arrange a repair outside of business hours, you must be able to clearly justify why the timing was necessary. If you cannot, you may be liable for any after-hours premium charged.

If your Property Manager has not responded within 24 hours:

For other urgent repairs (roof leak, broken locks, balcony railings, etc.) — if you have not received a response within 24 hours of clearly notifying your Property Manager, you may arrange a suitable tradesperson yourself.

Again, wherever possible arrange repairs during business hours.

If you arrange a repair outside of business hours, you must be able to clearly justify why the timing was necessary. If you cannot, you may be liable for any after-hours premium charged.

After any self-arranged repair, send your Property Manager the invoice and/or itemised receipt. Keep copies of everything for your records.

Plumber 24/7	BMD Plumbing & Gas — 0415 422 005
Glazier 24/7	O'Brien Glass Perth — 1800 059 217
Locksmith 24/7	SAS Locksmiths — 9227 7727
Electrician	Intelligent Electrical Solutions — 0494 118 252
Electrician (24/7)	Steven Murphy Electrical — (08) 9381 7711
Emergency Roof Repair 24/7	Jamart Roofing — 0405 114 999
Emergency Roof Repair 24/7 (North Perth / Wangara)	SecureWorks WA — 0489 267 776
Alternate	If our preferred contractors cannot help, call another but ensure they are licensed.



TIER 3 — NON-URGENT REPAIRS

General maintenance — report in writing and allow reasonable time for scheduling

Non-urgent repairs are general maintenance issues that do not pose a risk to safety or cause damage if not immediately addressed. These must be reported in writing and will be scheduled in due course.

Examples of Non-Urgent Repairs

- Air conditioning problems
- Blocked toilets where a second working toilet is available
- Stove or oven not heating or working
- Blocked drains (shower, kitchen, etc.)
- Reticulation issues
- Dripping taps
- General wear and maintenance items

What to Do — Non-Urgent Repairs

- Log the repair request through Property Tree and send your Property Manager an SMS so they are aware.
- Your Property Manager will arrange a tradesperson to contact you to arrange suitable time.
- If you have not received a response or update within 48 hours of clearly notifying your Property Manager, you may follow up.
- Do not arrange your own tradesperson for non-urgent repairs without first obtaining written permission from your Property Manager.

Self-arranging non-urgent repairs:

You must have written permission from your Property Manager before organising any non-urgent repair yourself. If permission is granted, ensure it clearly covers what the repair involves and who is responsible for payment.

As with urgent repairs — if a repair is arranged outside of business hours when it could have been done during business hours, you may be responsible for any after-hours cost premium.

Keys Lost or Locked Inside

If you lose your keys or are locked out during business hours, you may borrow the office set of keys. You will need to provide ID confirming you are named on the lease agreement. Keys must be returned within one working day. You can make copies of common keys at Bunnings or a locksmith. Special keys e.g. for some window locks have to be ordered.

Outside of business hours, contact a locksmith directly. All costs are the tenant's responsibility.

Locksmith 24/7

Alternate

SAS Locksmiths — 9227 7727

If our preferred contractors cannot help, call another but ensure they are licensed.

Hot Water Troubleshooting

Before reporting a hot water fault, try the following:

- Gas hot water: Check the pilot light is on (instructions are printed on the unit or commonly available online).
- Check if another gas appliance is working, if not call Alinta Gas (13 13 52) for supply disruptions in your area.
- Electric hot water: Check the hot water circuit breaker and RCD switch in the meter box.

If none of the above resolves the issue, report it to your Property Manager. Hot water is an essential service — if there is no response, refer to the Tier 2 timing rules above.

Water Leakage (Minor / Drip)

- If it is more than a slow drip, report to your Property Manager in writing as soon as possible to avoid excess water usage charges.
- Locate the water meter at the front or side of the property and turn off the water if necessary.
- If you cannot locate the meter, contact Water Corporation on 13 13 58.

Water Corporation	13 13 58
Plumber 24/7	BMD Plumbing & Gas — 0415 422 005
Alternate	If our preferred contractors cannot help, call another but ensure they are licensed.

A NOTE ON REPORTING & AFTER-HOURS COSTS

When something goes wrong, please follow these steps regardless of the tier:

- Report the issue in writing through Property Tree.
- For Tier 1 & 2 send your Property Manager an SMS or leave a voicemail so they are clearly aware.
- Keep a record of all communications, invoices, and receipts.

Important — Timing Your Repairs:

If an issue occurs during business hours, please contact your Property Manager then. Do not wait until after hours to arrange a contractor.

Tradespeople charge significantly more for after-hours and weekend callouts. If it can be shown that a repair was arranged at an expensive time when a business-hours option was available, you may be held responsible for the cost difference.

If you do arrange a repair outside of business hours, explain clearly in writing why that timing was necessary.

QUICK REFERENCE — KEY CONTACTS

Service	Contact	When to Call
Ambulance / Fire / Police	000	Life-threatening emergencies
SES — State Emergency Service	1300 130 093	Storm, flood, roof damage, structural risk
Western Power	13 13 51	Power failures, fallen lines
Water Corporation	13 13 58	Burst pipes, water meter help
Alinta Gas (24hr)	13 13 52	Gas leaks, supply disruptions
Property Manager	0405 358 960	All property matters
Property Manager (alternate number)	0405 358 959	Secondary contact
Plumber 24/7	BMD Plumbing & Gas 0415 422 005	Plumbing emergencies
Glazier 24/7	O'Brien Glass Perth 1800 059 217	Broken glass, windows, break-ins
Locksmith 24/7	SAS Locksmiths 9227 7727	Lockouts, door security
Electrician	Intelligent Electrical Solutions 0494 118 252	Electrical faults (not 24/7)
Electrician (24/7)	Steven Murphy Electrical (08) 9381 7711	Electrical emergencies
Emergency Roof Repair 24/7	Jamart Roofing 0405 114 999	Roof damage
Emergency Roof Repair 24/7 (North Perth / Wangara)	SecureWorks WA 0489 267 776	Roof damage — north of Perth
Alternate	If our preferred contractors cannot help, call another but confirm they are licensed.	

For life-threatening emergencies always call 000 first.

If in doubt, contact your Property Manager.

INSURANCE

Your belongings are not insured by the owner, and we recommended that you take out your own contents insurance.