

It is our policy that all repairs and requests are put in writing to our firm as soon as you are aware of them. Please access the Repairs & Maintenance Form on our website (at lsre.com.au/wentworthville), and follow the instructions for lodgement.

If your repair is urgent, please call our office immediately. Our office hours are Monday to Friday, 9:00am to 5:30pm, and Saturday, 9:00am to 5pm.

Clause 19 of the Residential Tenancy Agreement indicates what constitutes an urgent repair:

- (a) *a burst water service; or*
- (b) *an appliance, fitting or fixture that uses water or is used to supply water that is broken or not functioning properly, so that a substantial amount of water is wasted; or*
- (c) *a blocked or broken lavatory system; or*
- (d) *a serious roof leak; or*
- (e) *a gas leak; or*
- (f) *a dangerous electrical fault; or*
- (g) *flooding or serious flood damage; or*
- (h) *serious storm or fire damage; or*
- (i) *a failure or breakdown of the gas, electricity or water supply to the premises; or*
- (j) *a failure or breakdown of any essential service on the premises for hot water, cooking, heating, cooling or laundering; or*
- (k) *any fault or damage that causes the premises to be unsafe or not secure.*

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

PLUMBING	Ace Plumbing	1300 852 348 or 0400 110 777
ELECTRICAL	ADANT	0409 625 450
HANDYMAN	LBC Property Services	0403 332 588
LOCKSMITH	Aqualina Hi-Tech	0404 444 002 or 9637 5804

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

Always speak to your Property Manager with any concerns:

OFFICE:	(02) 8848 9200	Danielle Seigel	0416 169 214
Philip Habib	0416 235 815	Samer Ereifij	0416 234 098
Lauren Toussaint	0416 186 952	Belinda Cardona	0416 241 645