

## EMERGENCIES

Emergency Situations do occur from time to time. In an emergency where Fire, Police or Ambulance services is required you should ring 000. Broome Police Station 9194 0200.

If you experience a power or water outage it is advisable to first check with Horizon Power or the Water Authority.

Please be aware that your Property Manager can only guarantee to be contacted during normal office hours. If you are faced with an emergency situation which requires urgent repair / maintenance and you are unable to contact your property manager you should contact the appropriate contractor and notify the property manager as soon as possible on the next working day. Urgent repairs / maintenance situations are classified as:

<b><u>Electrical</u></b>	power outage due to an internal fault sparks/ shocks likely to cause injury or damage to property multiple air conditioning failure stove out of action
<b><u>Plumbing</u></b>	burst water pipes only toilet completely blocked septic tank overflowing interruption to water supply
<b><u>Gas</u></b>	Gas leak
<b><u>Security</u></b>	broken door/lock broken window/lock Contact Numbers for Urgent Repairs – 24 hour service

## Contact Numbers for Urgent Repairs – 24hour service

### Broome

#### AIR CONDITIONING

AJ's Refrigeration and Air Conditioning	0423 642 856
Avery Airconditioning	0439 965 332
Australiair	0402 295 200

#### ELECTRICAL

Easy Electrical	0417 789 967
Zapped Electrical	0417 271 446
Oaktec Electrical	0497 292 467

#### GARDENING

PND Contracting	0426 293 761
Wet and Wild Property Services	0403 234 095

#### GENERAL MAINTENANCE

GMA Construction	0418 822 306
Vista Home Improvement	0431 719 905

#### GLASS

Glass Co.	9192 2168
Pearl Coast Glass and Windows	9193 6290

**OTHER**

Cable Beach Pest Control	0419 923 824
Broome TV & Audio Solutions	9192 8656
Clark Rubber Pools	9192 1933
Northwest Locksmith	0427 139 783

**TREE LOPPERS**

Roebuck Tree Service	0419 012 431
Kimberly Tree Care	0450 159 839

**PLUMBERS**

Broome Plumbing & Gas	0417 923 064
Tapped Plumbing & Gas	0439 702 715

## Derby

**AIR CONDITIONING**

Hoath Refrigeration	0407 114 470
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**ELECTRICAL**

Outback Electrical	0498 533 635
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**GLASS**

Glass Co.	9192 2168
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**OTHER**

Rural Pest Management NT	0400 238 242
Clark Rubber Pools	9192 1933
Northwest Locksmith	0427 139 783

**PLUMBERS**

Altham Plumbing	0419 837 002
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**Break in / Vandalism**

You should report any break in or vandalism to the police who will give you a police report number. If outside of normal office hours you should contact an appropriate contractor and notify the property manager on the next working day. If the break in has occurred during office hours, you should contact your property manager and provide the Police Report Number.

**Severe Storm Damage**

If there is electrical damage you should turn the power off at the mains. Similarly if there is damage to water pipes you should turn off the water at the mains. If there is structural damage to the property you should not stay in the property until it has been properly assessed. In any event you should advise your Property Manager as soon as practical, so that the insurance company can be notified and the appropriate assessments organised.

**Cyclones**

The cyclone season extends from 1 November to 30 April. Please refer to the cyclone smart brochure included in your tenant pack and familiarise yourself with what you should do in the event of a cyclone