

## Repairs and Maintenance

If you have something that needs to be repaired, inside or outside your home, please let us know as soon as you can. We will arrange for the repairs to be carried out. We will give your details to the contractor who will then make an appointment with you to come to your house.

### HERE ARE THE NUMBERS TO CALL:

MAINTENANCE (Monday-Friday 9am-5pm): 8209 6666

EMERGENCY MAINTENANCE AFTER HOURS (after 5pm and weekends): 8209 5428

### OTHER USEFUL NUMBERS:

ELECTRICITY: SA Power Networks 131 366, AGL 131 245

WATER: SA Water 1300 883 121

GAS: Australian Gas Networks 1800 427 532 AGL 131 245

The response times will depend on the type of problem you're having. If it's an emergency, we'll have someone there within 4 hours. Here are some examples of the different types of problems you may have and when you can expect them to be responded to.

### EMERGENCY (commenced within 4 hours)

#### Examples:

- burst water pipe
- dangerous storm/fire damage
- flooding
- gas leak or explosion
- completely blocked or broken sewer system
- dangerous electrical fault
- broken door locks or windows
- no light, power, gas or water
- faulty smoke detectors

### URGENT (commenced within 24 hours)

#### Examples:

- electrical and gas safety checks
- partially blocked pipes or drains that are a health and safety risk
- leaking toilets, taps, pipes or roof
- broken or damaged asbestos
- problem with water/ hot water
- problem with cooking, heating, cooling or washing appliances

### ROUTINE (commenced within 10 working days)

Routine calls are anything else that's not urgent. If it's normal wear and tear, we will pay for it. If you or your visitors cause the damage, we will ask you to pay for it.

**PLEASE READ THE TIPS OVER THE PAGE BEFORE YOU CALL US**

## Before you call us...

Please Note: If a Contractor attends the property and there is no fault found or the appliance is working to capacity, the charges may be payable by the tenant.

PROBLEM	WHAT YOU CAN DO
Gas Leaks	<ul style="list-style-type: none"> <li>• Turn off the gas supply at the mains (usually on the outside wall at the front or side of the house)</li> <li>• Phone us on 8209 6666 (or 8209 5428 after hours)</li> </ul>
Electric faults or shocks	<ul style="list-style-type: none"> <li>• Turn off electricity at the mains (usually in the hallway or on the side wall of the house)</li> <li>• Flip switches to off position</li> <li>• Phone us on 8209 6666 (or 8209 5428 after hours)</li> </ul>
No Electricity	<ul style="list-style-type: none"> <li>• Check to see if the circuit breakers (in the mains box) have tripped. Flip the switches off and then on again</li> <li>• Make sure the safety switch (in the mains box) has not tripped. Flip the switch off and then on again</li> </ul> <p>One of your appliances may be the cause. Unplug all of your appliances including the fridge – Flip the switches back to the on position, if switches remain on then plug your appliances in one at a time until the switch goes off – you have now found the faulty appliance.</p> <ul style="list-style-type: none"> <li>◦ If your appliance is the problem it is dangerous, please discard immediately</li> <li>◦ If an electrician comes to fix your power, you may have to pay the cost if your appliance is the cause of the problem</li> </ul> <ul style="list-style-type: none"> <li>• Check with your supplier (phone or website) to see if they've turned off the power in your area</li> <li>• If you still have no power phone us on 8209 6666 (or 8209 5428 after hours)</li> </ul>
Burst water pipes	<ul style="list-style-type: none"> <li>• Turn off water supply at the mains water meter (usually located in front garden)</li> <li>• Phone us on 8209 6666 (or 8209 5428 after hours)</li> </ul>
No gas	<ul style="list-style-type: none"> <li>• Check with your supplier (phone or website) to see if they've turned off the gas supply to your area or your house for some reason</li> <li>• If your supplier hasn't turned off your gas, phone us on 8209 6666 (or 8209 5428 after hours)</li> </ul>
No hot water	<ul style="list-style-type: none"> <li>• Has the water heater pilot light blown out? Check the instructions on the hot water service on how to relight the pilot light</li> <li>• If the pilot light is still alight, it could be that you have used all your hot water for the day</li> <li>• If you still don't have hot water the next morning phone us on 8209 6666 (or 8209 5428 after hours)</li> </ul>
Broken window	<ul style="list-style-type: none"> <li>• Phone us on 8209 6666 (or 8209 5428 after hours)</li> </ul>

For more information please call our friendly customer service team on 1800 688 000 or visit

Holden Hill – Level 1, 560 North East Road  
 Elizabeth Grove – 60 Fairfield Road  
 Kilkenny – 3/10-14 Regency Road  
 Mount Gambier – ac.care 70-72 White Avenue  
 Berri – ac.care 5 Kealley Street