

## Non-Urgent Maintenance

All non-urgent maintenance must be reported to our office in writing (please include the date on your request) or by using the Console Tenant App.

**Maintenance can be emailed to: [info@colactocoast.com.au](mailto:info@colactocoast.com.au)**

## Urgent Maintenance

Anything on the below list is legally defined as an urgent repair:

- 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
- An essential service or appliance for hot water, water, cooking, heating or laundering is not working
- The gas, electricity or water supply is not working
- A cooling appliance or service provided by the rental provider is not working
- The property does not meet minimum standards
- A safety related device, such as a smoke alarm or pool fence, is not working
- An appliance, fitting or fixture that is not working and causes a lot of water to be wasted.
- Any fault or damage in the property that makes it unsafe or insecure, including pest, mould or damp caused by or related to the building structure.
- A serious problem with a lift or staircase

Please contact our agency immediately if any of the listed items occur during your agreement period.

***For all urgent repairs during and after hours, please contact 5231 3288.***

Please note that only urgent repairs will be attended to out of office hours.

If your maintenance request is non-urgent, you must report this to our office in writing.

## Emergency Contact Numbers:

### PLUMBER/GASFITTER

Hester Foley Plumbing	0407 773 405
Luke McLennan Plumbing	0408 316 219
Equality Plumbing	0432 030 902

### ELECTRICIAN

Riches Electrical	0427 041 505
Frith Electrical	0407 321 708

### EMERGENCY SERVICES

SES	13 25 00
Police/Fire/Ambulance	000

***Further information regarding repairs and maintenance can be found at Consumer Affairs***

***<https://www.consumer.vic.gov.au/housing/renting/repairs-alterations-safety-and-pets/repairs/repairs-in-rental-properties>***

***1300 55 81 81 or 132 VIC (132 842) and select option 4***