



Benchmark Specialist Property Managers

CONTACT DETAILS FOR REPAIRS/EMERGENCIES

There may be circumstances during your tenancy where you require ESSENTIAL or URGENT repairs. You must inform your Property Manager of any required repairs as soon as practicable. Your Property Manager is required to arrange (not complete) repairs to essential services within 24 hours and urgent repairs within 48 hours.

- **ESSENTIAL REPAIRS:** Repairs to the following:
 - gas,
 - electricity,
 - a functioning refrigerator (if supplied),
 - sewage/septics/other waste water treatment, and
 - water (including the supply of hot water)
- **URGENT REPAIRS:** Repairs necessary to the supply or restoration of an essential service, or to avoid:
 - Exposing a person to the risk of injury,
 - Exposing property to damage, or
 - Causing the tenant undue hardship or inconvenience

In urgent circumstances, please call our office 9301111 or if it is outside of office hours (9am-5pm M-F) please call your Property Manager first and leave a message if you don't reach them. Please allow a reasonable amount of time for them to call you back. Otherwise please try contacting one of our other helpful team members:

Benchmark Office – 9301 1111
Lisa Brake – General Manager 0432 847 940
Megan McHenry – Licensee 0411 567 129

Robyn Nesbitt – Property Manager 0421 640 636
Chloe Pound – Property Manager 0449 188 129
Kerrie Paaki – Senior Property Manager 0401 616 129

If you can't contact any of the above after making reasonable attempts, or you contact us and we have not taken action, you can, according to the Residential Tenancies Act, have the **MINIMUM** repairs carried out by a qualified tradesperson and claim back the cost. The urgent repair costs must be reasonable. It is advisable you obtain some evidence showing the need for the urgent repair was not your fault.

If you were to arrange your own repairs in this instance, we urge you to use the following:
Handy man repairs: DNA MAINTENANCE – Alan & Dianne 0419 043 127 or 0407 776 080
Plumbing: BRIGHTWATER PLUMBING – Jean 0430 123 561 for gas, water or plumbing
Electrical: ALL NORTH ELECTRICAL – Simon 0415 379 685 for electrical repairs
Air Conditioning: CLIMATE SERVICES – Steve 0424467244 for Air Conditioning repairs
Refrigeration: ACTION APPLIANCES – Mark 0419903063 for refrigerator functioning repairs (*if a fridge is supplied to the premises)