

B/ASSURED WITH B/STRATA

At B Strata we are always looking for ways to provide an elevated level of service to our clients.

That is why we offer a 24-hour a day, 7 day a week Emergency Response Service: **B/ASSURED**

With B Strata you can be assured that in an emergency you will have access to our Emergency Response Team via our dedicated emergency line:

1300 722 445

Our Emergency Response Team are a highly qualified crew, available to you when it counts.

You will be able to talk to them directly and get the expert support that you need.

And, if required, a trades person or other specialist supplier will come out to your property, even in the middle of the night.

*Giving you **Confidence and Peace of Mind** that your strata property is **Always in the Best hands.***

What Is A Strata Emergency?

In relation to your strata complex, urgent maintenance or an emergency is any loss of essential services, or an incident that is immediately potentially hazardous to the health and safety of residents and visitors, or where your property is put at risk of significant or further damage.

Some Strata Emergency Examples

- Burst water services or flooding
- Blocked sewerage
- Gas leaks
- Serious roof leaks
- Electrical faults causing damage or endangering lives
- Damage caused by storms, fire or flood
- Accidental or malicious glass breakage
- Garage gate and lobby door access faults

How does the **B/ASSURED** Emergency Service work?

In an Emergency, simply call 1300 722 445 and talk to our friendly operator. Once evaluated and assessed as an emergency, you will receive an update from our Response Team within 30 minutes.

Our main objective is to make your property safe and mitigate any further loss or damage. This allows time for your Council of Owners to consider the next steps.

B Strata Emergency Service

Call 1300 722 445

B/ASSURED WITH B/STRATA

What does the B/ASSURED Emergency Service cost?

B Strata provides the 1300 emergency line to our clients at **No Cost**.

Costs will be incurred by the strata company and/or a lot owner in the event of an emergency that requires a response, a trades person, or a specialist supplier to attend the property.

The B/ASSURED Emergency Service does not replace the local authorities such as the police, fire brigade or ambulance service. If you require assistance from one of these departments, please contact them directly.

Important contact numbers:

- Police Department - general enquires (non-emergency situations) **13 14 44**
- Emergencies (life threatening situations) **000**
- Crime Stoppers - to report illegal or suspicious criminal activity **1800 333 000**
- Fire and Emergency Services - general enquires (non-emergency assistance) **9395 9300**
- Ambulance Emergencies (life threatening situations) **000**
- Many Local Councils offer security, ranger and other services.
Consult the phone directory or internet to obtain the phone number for your local council.

No Water, Gas or Electricity in your unit?

Check with your neighbours to see if they are experiencing the same problem as it may be isolated to your unit, in which case you should arrange a contractor directly. If the issue is affecting multiple units and/or the common areas, you should in the first instance contact the local authority to see if the outage is affecting the entire suburb.

- Water Corporation - 13 13 75
- [Water Corporation - website link](#)
- Synergy - 13 13 15
- [Western Power - website link](#)
- Alinta Gas - 13 13 52

B/ASSURED

Our Emergency Response Service will ALWAYS be there to support our clients during critical times

B Strata Emergency Service

Call 1300 722 445