

## Emergency Maintenance

If you have an emergency after our normal office hours (Monday to Thursday 9:00am to 5:00pm, Friday 9:00am to 4:00pm) please read the important information below.

Please bear in mind that in relation to your strata complex, urgent maintenance or an emergency is any occurrence that is immediately potentially hazardous to the health & safety of any residents or visitors, or puts your property at risk of significant damage or additional damage. If the occurrence can wait until the following business day to be repaired, it should **NOT** be treated as an after-hours emergency. Remember that after hours call outs are costly and ultimately you will be paying for this via your strata levies.

If you are a **TENANT** then you **MUST** contact your property manager or unit owner to arrange repairs and authorise emergency works through Bellcourt Strata Management.

### **No gas, hot water and / 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.

**Synergy**                      **13 13 15**

**Water Corporation**        **13 13 75**

**Alinta Gas**                    **13 13 52**

You can also access faults via the internet using the following links;

#### **Wester Power**

<http://www.westernpower.com.au/customer-service-power-interruption-information.html>

#### **Water Corporation**

<http://www.watercorporation.com.au/faults/check-for-water-outages>

### **Plumbing – blockages and leaks**

In the event of a drain blockage (sink, shower, toilet) that is or could become a health hazard please contact Bellcourt's afterhours number and listen to the prompts.

**Bellcourt Office**              **08 9382 7700**

### **Electrical power outage**

If after checking with Synergy/Western Power & the fault is isolated to your unit and you have checked the RCD and safety switches and still have no power then contact Bellcourt's afterhours number and listen to the prompts.

**Bellcourt Office**              **08 9382 7700**

### **Glass damage**

In the event of accidental or malicious glass breakage contact Bellcourt's afterhours number and listen to the prompts.

**Bellcourt Office**              **08 9382 7700**

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## Carpark gates

If you have a security gate for the carpark and the gate is unable to be opened firstly check to see if there is a manual override and/or key.

If the gate is damaged and cannot be opened, then contact Bellcourt's afterhours number and listen to the prompts.

**Bellcourt Office                    08 9382 7700**

## Storm Damage

**State Emergency Services                    9323 9300 or 132 500**

Or contact Bellcourt's afterhours number and listen to the prompts.

**Bellcourt Office                    08 9382 7700**

## Lifts

In the event of the lift not working contact the lift company directly, this number should be located near the lift. If you are inside the lift then use the emergency button.

Or contact Bellcourt's afterhours number and listen to the prompts.

**Bellcourt Office                    08 9382 7700**

## Other Important Contact

<b><u>Police</u></b>	General enquires (non-emergency situations)	<b>13 14 44</b>
	Emergencies (life threatening situations)	<b>000</b>
<b><u>Crime stoppers</u></b>	To report illegal or suspicious criminal activity	<b>1800 333 000</b>
<b><u>Fire and Emergency Services</u></b>	General enquires (non-emergency assistance)	<b>9395 9300</b>
	Emergencies (life threatening situations)	<b>000</b>
<b><u>Ambulance</u></b>	Emergencies (life threatening situations)	<b>000</b>
<b><u>Local Councils</u></b>	Many local councils offer security, ranger and other services. Consult the phonebook or internet to obtain the numbers for your local council.	

**Please note that if the matter is NOT an emergency or does not relate to the common property then you may be responsible for the costs.**



312 Onslow Road, Shenton Park WA 6008  
 PO BOX 7099, Shenton Park WA 6008  
 P: (08) 9382 7700  
 F: (08) 9382 7799