

# MOSS

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## URGENT REPAIRS

During your tenancy you may have maintenance that requires urgent action and a tradesperson will be needed after hours.

Procedures regarding urgent repairs can be found on p. 20 of your 'A Guide for Tenants' booklet enclosed.



### WHAT COUNTS AS URGENT REPAIRS?

An urgent repair is any work necessary to repair or remedy:

- A burst water service
- A blocked or broken lavatory system
- A serious roof leak
- A gas leak
- A dangerous electrical fault
- Flooding or serious flood damage
- A failure or breakdown of any essential service or appliance provided by the landlord for water, hot water, cooking, heating or laundry purposes
- A failure or breakdown of the gas, electricity or water supply
- An appliance, fitting or fixture, provided by the landlord, which is not working properly and causes a substantial amount of water to be wasted
- Any fault or damage that makes the rented premises unsafe or insecure
- A serious fault in a lift or staircase in the rented premises

### CONTACT YOUR AGENT

**You must** take all reasonable steps to contact Moss Estate Agents on 9489 6622 or After Hours on **0403 053 501** which has voicemail activated. **A manager will return your call to arrange the necessary work as appropriate.**

### IMPORTANT

You should appreciate that if a fault occurs after hours, these calls are **extremely expensive** therefore you should be sure that the fault is a real emergency otherwise you may find yourself liable for the difference between the cost of the after hours call repair and the charge for normal working hours call, e.g. one broken element in a stove, candle not working in a space heater or a power point that is not dangerous if not used **DO NOT CONSTITUTE EMERGENCY REPAIRS.**