

# **NEW** **AFTER HOURS SERVICE**



**OUR AFTER HOURS SUPPORT TEAM IN CONJUNCTION WITH ARA BUILDING SERVICES ARE AVAILABLE FOR ANY EMERGENCY SITUATION.**



**0498 555 424 \***

Pager Service from 5pm – 9am Monday to Friday & on weekends  
from 5pm Friday to 9:00am Monday + Public Holidays &  
Christmas Closure





# What to do in the event of THE FOLLOWING EMERGENCIES:

## **FAILURE OF ELECTRICITY SUPPLY**

Check first to ascertain that it is not a general power failure in the street. If it is a general failure please call Energy Australia. If the failure is localised to your unit, check to ensure that the circuit breakers have not tripped or fuses blown. As those fuses and circuit breakers are your responsibility. If circuit breakers and fuses are intact, call Clisdells after-hours emergency number. If you have in your Unit any working life-support equipment, such as a Dialysis machine, please call the emergency numbers given by the equipment supplier or medical team responsible for monitoring the patient's condition.

## **FAILURE OF WATER SUPPLY.**

Water supply failure can have several reasons, the first being that Sydney Water are carrying out work on the street pipes and have temporarily shut off the supply or a plumber may be working in the building. Call Sydney Water to check first that this is not the case. Other reasons, could be failure of a circulation pump which could affect both Hot and Cold supply. If you suspect that a pump has failed call Clisdells after-hours emergency number.

## **FAILURE OF GAS SUPPLY.**

Gas supply seldom fails and is most likely to be a fault with the appliance which you are using. Gas appliances within a Unit are your own responsibility to repair & maintain. The after-hours emergency team have instructions not to respond to this type of call. Please call your own Gas Plumber or AGL.

## **LIFT STOPPAGE**

Call the Lift Company maintaining the lift. Their name is generally on a plate inside the lift car. Our after hours service team are not lift mechanics.

## **BUILDING MAIN ENTRY GARAGE DOOR JAMMING IN THE "UP" OR "DOWN" POSITION**

Make sure that your door remote controller is working and that the batteries are not flat by checking it against another resident's controller. If controller is working and door still refuses to open/close. Call Clisdells after-hours emergency number.

## **BURST WATER PIPE**

If water suddenly starts running out of a wall, ceiling or floor it obviously should not be ignored and you should take the following steps :-

(a) If water is coming through the ceiling please check with the upstairs neighbour to ensure that their Dish-Washer, Washing Machine or internal Hot Water tank is not leaking. Please also note that if the problem does originate in the upstairs unit, with one of those appliances, it is the individual residents responsibility to rectify at their own cost.

(b) If the problem appears to be a burst pipe within a wall or floor, attempt to find the main stop-valve for your unit and turn it off. The shut off is normally in a kitchen cabinet, in the laundry or under the laundry tub or sometimes in a cupboard in the hallway outside the unit. This may prevent further water flow damaging your carpet and personal effects. Call Clisdells after-hours emergency number.

## **SEWER CHOKE**

The first sign of a problem will frequently be that when flushing the toilet, the water backs up to the rim of the bowl and does not run away. A sewer choke or surcharge is happening when raw sewage starts to surcharge from any toilet or floor waste outlet in your bathroom, laundry or kitchen. It may also surcharge from a ground level vent pipe outside the building. Call Clisdells after-hours emergency number.

## **DAMAGE TO FRONT DOOR OR WINDOW**

If the main entry door to your unit or the building or a window is damaged by a break & entry or vandalised to the extent that it cannot be locked causing the security of your unit or the building is at risk. Call Clisdells after-hours emergency number.

## **IN THE EVENT OF A FIRE**

Call NSW Fire Brigade (Dial 000). After the fire has been extinguished call Clisdells after-hours emergency number.

## **IN THE EVENT OF IMPACT DAMAGE WHICH IMPEDES ACCESS TO BUILDING**

Call Clisdells after-hours emergency number.

## **IN THE EVENT OF STORM DAMAGE TO ROOF OR WINDOWS**

Call Clisdells after-hours emergency number. If a tree has fallen on your power lines or roof call S.E.S and/or Energy Australia emergency number.

## **The following are your own responsibility to repair & maintain and will not be handled by our emergency service:**

### **TOILET CISTERN NOT FLUSHING OR LEAKING OR TAPS RUNNING CONTINUALLY OR LEAKING**

Please note that toilet cisterns and taps are the responsibility of the individual resident to repair and maintain. The after-hours emergency team have instructions not to respond to this type of call. You should therefore call your own plumber.

### **STOVE / FRIDGE NOT WORKING**

Please note that Stoves, Cook-tops and Fridges are the responsibility of the individual resident to repair and maintain. The after-hours emergency team have instructions not to respond to this type of call. You should therefore call your own Electrician or Plumber.

### **DISHWASHER /WASHING MACHINE/ DRYER NOT WORKING**

Please note that Dishwashers/Washing Machines and Dryers are the responsibility of the individual resident to repair and maintain. The after-hours emergency team have instructions not to respond to this type of call. You should therefore call your own plumber. If the problem relates to communal washing machines in a communal laundry you should call the Service Company which maintains them. There is normally a sticker with telephone contact numbers attached to a machine.

### **BURST INTERNAL HOT-WATER TANK**

If you have a Hot-Water tank within your unit, typically under the Kitchen Bench or in the Laundry you should be aware that it is your own responsibility to repair and maintain. It is also your responsibility to ensure that any leaks from the tank do not cause damage to the surrounding units. The after-hours emergency team have instructions not to respond to this type of call. You should therefore call your own plumber.

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**\*DISCLAIMER** Please carefully read this list of situations which could be considered to be an EMERGENCY warranting the cost of an After-Hours callout charge to the Owners Corporation. In all events, including any not mentioned in the following list, you must use your own best judgement of the situation. Our after hours emergency team will always do its best to assist. If, however, you decide to use the services of the After-Hours callout team for a non-emergency or non-strata related repairs you should be aware that you may be personally charged for any costs incurred. The current minimum callout charge is \$88 per call. Tenants must first call their Letting Agent for instructions.