

## KU PROPERTY

# MAINTENANCE PROCEDURES

## AFTER HOURS

**Power Outage** - Energex 13 62 62

**Gas Leak** – AGN 1800 427 532

### **Electrical eg: dangerous electrical fault**

MatchIt Electrical 0455 899 977

Fleming & Sons 07 3132 1332

Sparc Electrical 0404 213 806

### **Plumbing eg: a burst water service**

Pasfield Plumbing (Southside) 07 3287 1553

Bowes Plumbing (Northside) 0411 880 153

Q Plumb & Gas 07 3200 0188

### **Smoke Alarms**

Property Compliance Australia 1300 552 661

Asset Services & Safety 0405 111 169



## WHAT IS AN EMERGENCY REPAIR?

- a burst water service or a serious water service leak
- a blocked or broken toilet
- a serious roof leak
- a gas leak
- a dangerous electrical fault
- flooding or serious flood damage
- serious storm, fire or impact damage
- a failure or breakdown of the gas, electricity or water supply
- a failure or breakdown of an essential service or appliance on the property for hot water, cooking or heating
- a fault or damage that makes the property unsafe or insecure
- a fault or damage likely to injure a person, damage property or unduly inconvenience a tenant
- a serious fault in a staircase, lift or other common area of the property that unduly inconveniences a tenant in gaining access to, or using, the property.

All other repairs are considered routine repairs and will need to follow the below instructions

## BUSINESS HOURS

As your Property Manager is often out of the office attending inspections and open homes, please log your job on the Property Me portal. The Ku Property team will action your request if your Property Manager is out of the office.



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