

Emergency Guidelines for Tenants

From time to time emergencies may arise at your property. To ensure that you are compensated for any emergency where a trade person is required please follow the below guidelines.

IF YOUR EMERGENCY IS:

DURING BUSINESS

please contact the office directly Temora 69781 008, Narrandera 69594450, Boorowa 63851093

HOURS AFTER HOURS

please contact our emergency mobile number on 0428 780 485 - Temora, 0427 060063 - Narrandera, 0458 651093 - Boorowa

We recommend you put both of these numbers into the contacts of your phone to ensure you have access to the numbers when you need them. The business principals on 0409 520043, 0428 780219 or alternatively the emergency tradies listed.

Should you not be able to raise a team member after hours and you need to seek urgent assistance please contact

| | Temora | | | Narrandera | | |
|-------------|-------------|--------------|-------------|--------------|--------------|--|
| PLUMBER | Dean Guymer | 0418 224 301 | PLUMBER | RJ Hutchison | 0428 181 006 | |
| ELECTRICIAN | Mekah | 0269 781 781 | ELECTRICIAN | Zac Campbell | 0401 276 201 | |
| LOCKSMITH | Temora | 0413 571 739 | LOCKSMITH | Narrandera | 0404 042 980 | |

FURTHER CONSIDERATIONS:

- Please refer to the “Renting a home – A guide for tenants” booklet for the definition of an urgent repair
- Non urgent maintenance is to be submitted via the maintenance manager app or in writing to your property manager.
- Please keep in mind that the mobile is held by a team member of QPL Rural to assist you in the most professional, safe and cost effective way for you, the property you are renting and the landlord
- Please refer to our trouble shooting maintenance guide to avoid the trades invoice becoming your responsibility
- Our trades will bill us directly where the owner is responsible for the invoice as long as you have followed this process. If not the owner may not be responsible for the repair invoice