

Maintenance Emergencies

There is a difference between emergency maintenance and regular maintenance.

An emergency is where someone's life is in danger or there is a threat to the structure of the property if the repair is not done immediately.

What is an emergency?

Loss or partial loss of power/lighting to the entire property – contact your electrical provider first for partial loss of power. If the freezer or any medical equipment is not affected, it can wait until the next day. This is not an emergency.

Total loss of water to the property – take a look at your water meter outside and make sure the water is turned on. If the handle is in the ON position but you still do not have water, contact **SA Water** on **1300 883 121** before contacting Unity. Not all properties have a visible water meter – they can be in a roof space in some group properties and are not accessible to tenants.

Hot water service – being without hot water overnight is not classed as an emergency. If you report it on either a Friday night or on a Saturday our plumbers will try to attend as soon as possible. Please note that we may not be able to turn your hot water back on during the first visit if new parts or a whole new service needs to be ordered.

Faulty smoke alarm – if you have tried changing the battery and have only one smoke alarm in your house, please report this as soon as possible to either your

Housing Officer during the day or to the emergency maintenance out of hours phone line. If you have more than one smoke alarm in your house, this is not an emergency.

Gas leak – if the leak is internal, such as a gas stove, turn off the mains (if you know the location) and contact Unity. If the leak is outside the house, contact the Gas Emergency and Leak Reporting Service on **1800 427 532** (1800 GAS LEAK).

Broken window or unsecure door – if you are not able to secure your property, please report this as soon as possible to either your Housing Officer during the day or to the emergency maintenance out of hours phone line. Please note, if windows or doors are broken or insecure due to tenant damage this will be recharged to the tenant.

Blocked toilet where this is the only toilet in the house. If you have a second toilet that is operational your request will not be treated as an emergency. If a plumber attends and finds a blockage has been caused by tenant misuse you will be recharged the cost of their visit.

Significant water leaks, where you cannot contain the water by either isolating from the main water source or the tenant cannot contain by capturing it in a bucket.

If you are **locked out of your property**, this is considered an emergency; however, the cost will be recharged to you if the locks are not faulty (i.e. if you lose your key, the cost will be charged to you).