



EMERGENCY MAINTENANCE
PROCEDURES

If you have an emergency plumbing or electrical faults please contact this office on the following numbers:

PRD NATIONWIDE NUNDAH 3266 5166

SAM TORNABENE 24 hours 0418 729 458

(If phone unattended leave a detailed message with Name, Address, Nature of problem & Return Phone Number.)

***** ONLY IN AN EMERGENCY *****

An EMERGENCY is defined as a Life Threatening or Impending Property Damage.

Refer - RTA Form 17A

(page 4 - Maintenance and What to do in an Emergency)

OFFICE HOURS

MONDAY - FRIDAY 9AM - 5PM

SATURDAY 9AM - 1PM

LOCK OUTS

If the tenant/s lock themselves out of the property during office business hours, they can call the office and collect the management key from the agent. This key is required to be returned to the office within 24 hours. If the lock out occurs outside office hours, the tenant is responsible for any call outs for a locksmith to allow access to the property.