



The type of repairs that are urgent repairs are defined in the Residential Tenancies Act 2010. Examples are as follows:

- A) Burst water service
- B) An appliance, fitting or fixture that uses water or is used to supply water that is broken or not functioning properly so that a substantial amount of water is wasted
- C) A blocked or broken lavatory system
- D) A serious roof leak
- E) A gas leak
- F) A dangerous electrical fault
- G) Flooding or serious flood damage
- H) Serious storm or fire damage
- I) A failure or breakdown of the gas, electricity or water supply to the premises
- J) A failure or breakdown of any essential service on the residential premises for hot water, cooking, heating, cooling or laundering
- K) Any fault or damage that causes the premises to be unsafe or insecure

In the event of an emergency after office hours, or during public holidays, please refer to your lease for emergency trades contacts.

We request this also be followed up in writing, either via your Tenant Portal or Repairs & Maintenance form.

02 4991 4000 - Our call service is available 24 hours if you are required to leave a message.

Email: sarahb@jurds.com.au

Email: alysham@jurds.com.au

DISCLAIMER: Please note that if a tradesman is called out after hours, to an issue not classified as urgent, you may be deemed responsible for the costs incurred.