



As an existing tenant of The Property Collective, please report all urgent repairs that occur after-hours to your relationship manager via email as soon as possible. All maintenance during office hours needs to be reported via the maintenance form [here](#).

In the case of an after-hours urgent repair, please initially contact the tradespeople below as first priority. Ensure that your relationship manager is notified via email, as soon as possible.

Your tenancy agreement specifies when repairs are urgent and what items fall into this category, it's important to understand that if you arrange maintenance that is not defined under the below category you may be held responsible for payment of any costs incurred.

Below is a list of what is defined as an urgent repair in line with your Tenancy Agreement:

- A burst water service;
- A blocked or broken lavatory system;
- A serious roof leak;
- A gas leak;
- A dangerous electrical fault;
- Flooding or serious flood damage;
- Serious storm or fire damage;
- A failure of gas, electricity or water supply to the premises;
- A failure or breakdown of any service essential for hot water, cooking, heating, cooling, or laundering;
- A fault or damage likely to be unsafe or insecure;
- A fault or damage likely to cause injury to person or property;
- A serious fault in any door, staircase, lift or other common area which inhibits or unduly inconveniences the tenant in gaining access to or use of the premises.

Any maintenance that falls outside this category needs to be reported to your relationship manager, via the maintenance form [here](#).

Urgent repairs contacts

Electrical Repairs

Siren Smoke Alarms & Electrical **0401 841 547**
SJK Collective **07 3870 9893** | **0403 715 104**

Plumbing Repairs

A Grade Plumbing **07 3290 2245**
AquaDuck Plumbing Solutions **0435 186 281**

Air-Conditioning

SJK Collective **07 3870 9893**

Locksmith

Shieldtech **0447 148 884**