



enjoy the experience

Living Here Mackay

PO Box 8340

Mount Pleasant QLD 4740

T 07 4962 3535

F 07 4953 0999

E mackay.qld@livinghere.com.au

www.livingheremackay.com.au

AFTER HOURS EMERGENCY PROCEDURE

It is a strict policy of this office that all maintenance requests are presented in writing before they can be acted upon.

Only **URGENT REPAIRS** will be accepted first informally but must be confirmed in writing as soon as possible. Urgent repairs are a specialised form of maintenance and directly relate to basic issues of shelter.

URGENT REPAIRS ARE DEFINED AS:

1. A burst water service
2. Blocked or broken lavatory system
3. Serious roof leak
4. Gas leak
5. Dangerous electrical fault
6. Flooding or serious flood damage
7. Serious fire, storm or impact damage
8. Failure or breakdown of the gas, electricity or water supply to the premises
9. Failure or breakdown of an essential service or appliance on the premises for hot water cooking or heating
10. A fault or damage that makes that premises unsafe or insecure
11. A fault or damage likely to injure a person, damage property or unduly inconvenience the residence of the premises.
12. A serious faulty in a staircase, lift or other common area of the premises that unduly inconveniences in gaining access to, or using, the premises.

All other maintenance is required in writing and will need the owner's approval.

EMERGENCY NUMBERS ARE ON THE CONTACTS LIST BELOW IF YOU CANNOT CONTACT YOUR PROPERTY MANAGER

EMERGENCY CONTACT DETAILS

GENERAL CLEANERS

Erica's Cleaning Services	0488 705 405
Mackay Handyman, Cleaning and Garden Services- Dolla	0432 944 068
Yellow Duck– Jay	0413 810 454

CARPET AND UPHOLSTERY CLEANERS

Dial-a-Carpet Cleaner - Barry	0417 616 062
Chem-Dry Vision- Mark	0428 182 178
Mackay Carpet Care	0411 510 108
Yellow Duck– Jay	0413 810 454

GARDNERS

Alf Price	0419 541 328
Yellow Duck– Jay	0413 810 454
Mackay Handyman, Cleaning and Garden Services- Dolla	0432 944 068

ELECTRICAL

Plumbelec - Dave	0408 456 796
Wes Mackay - Dirk	0438 720 869

PLUMBING & GAS

Aquarius Plumbing - Klaus	0411 115 743
Plumbelec - Dave	0408 456 796

WINDOWS & GLASS

B & N Glass	4957 7477
CQ Glass, Screens & Tinting	4952 6057

LOCKSMITHS

Key Masters	0400 236 835
Mackay & Whitsunday Locksmiths	0413 706 528

TRADESMEN – HANDYMEN

All Round Pacific Maintenance – Nick	0401 375 139
Plumbelec - Dave	0408 456 796

PEST CONTROL

Tropical Pest Control	4942 2700
Dial-a-Carpet Cleaner - Barry	0417 616 062
Amalgamated Pest Control	4955 4466
Mackay Pest Control	4953 2132

REMOVALS

Rhino Skip Bags	1800 474 466
-----------------	--------------