

STRATA EMERGENCY PLAN



Your future is green





EMERGENCY ACTION PLAN STRATA

After Hours Response Plan

“What is an Emergency?”

An emergency is an occurrence that is life threatening, puts the safety of individuals and property at risk or poses a danger; for example: water/sewage, gas leak etc..



Tenant

If you are a tenant, all calls **MUST** be directed to your Property Manager OR Landlord directly for emergency repairs.



Owner

Our office will only accept instructions from Owners and /or Registered Property Managers, listed in our system.

Important

After Hours services are only to be used for **EMERGENCY** matters. This can be defined as issues that cannot wait until the following business day.



Non Urgent Matters

Matters that do not fall within the definition of ‘emergency’ should be submitted in writing to your Strata Manager via email. Please ensure you provide the following information so our expert team can expedite a resolution to your concern:

1. Strata Plan
2. Area of inquiry or issue
3. Brief description and any supporting documents

Alternatively, you should complete and submit the relevant form, relating to the issue.

LOSS OF GAS

Things To Do and Check



Individual

Gas meter turned on?

Account up-to-date?

All of the above checked?

Contact Gas Plumber

This will be at the individual occupier's expense

Whole Complex

Confirm loss with other occupants?

Check ATCO Gas for any outages?

All of the above checked?

Agency's Emergency Contact
Phone your assigned Strata Manager
and leave a detailed message.

HELPFUL LINKS & SERVICE PROVIDERS

ATCO Gas 24/7 Emergency

13 13 52

www.atco.com/en-au

LOCAL GAS PLUMBERS:

Property Plumbing & Gas
Plumbing Bros

0401 939 332
0456 704 501



LOSS OF WATER

Things To Do and Check



Individual

Water meter turned on?

Account up-to-date?

All of the above checked?

Contact Gas Plumber

This will be at the individual occupier's expense

Whole Complex

Confirm loss with other occupants?

Check Water Corp for any outages?

All of the above checked?

Agency's Emergency Contact
Phone your assigned Strata Manager
and leave a detailed message.

HELPFUL LINKS & SERVICE PROVIDERS

Water Corporation 24/7 Emergency 13 13 75
www.watercorporation.com.au/water-supply

LOCAL GAS PLUMBERS:

Property & Plumbing Gas
Plumbing Bros

0401 939 332
0456 704 501

LOSS OF POWER

Things To Do and Check



In a life threatening emergency, call emergency services on 000

Individual

Check fuse box and appliances for faults?

Account up-to-date and paid?

All of the above checked?

Contact Electrician

This will be at the individual occupier's expense

Whole Complex

Confirm loss with other occupants?

Check Western Power for any outages?

All of the above checked?

Agency's Emergency Contact
Phone your assigned Strata Manager and leave a detailed message.



HELPFUL LINKS & SERVICE PROVIDERS

Western Power 24/7 Emergency

13 13 51

www.westernpower.com.au/power-outages/

LOCAL ELECTRICIANS:

Bay Electrical
Peel Electrical

0487 520 996

0433 408 566

CONTACTS AND REQUESTS



EMERGENCY CONTACT DETAILS

Phone: 08 9534 0000

Email: strata@kevingreen.com.au

Please ensure you leave a detailed message, with clear information regarding the emergency and your assigned Manager will respond accordingly.



Sonia Jaff

08 9534 0054
strata3@kevingreen.com.au



Narelle Smith

08 9534 0018
strata2@kevingreen.com.au



Natika Ward

08 9534 0010
strata1@kevingreen.com.au