



WEEKEND / EMERGENCY WHO DO YOU CALL?

Please use this as a guide on who to call after hours or on the weekend or in the event of an emergency If you have an emergency after hours or on the weekend please attempt to contact your property manager first:

- **Linda Whittingham** M: 0448 024 820 O: 5447 3999 E: linda@lagunarealestate.com.au
- **Michele O'Dwyer** M: 0437 186 883 O: 5447 3999 E: michele@lagunarealestate.com.au

If no answer, please leave a detailed message. Our Noosaville office is open on the weekends: 5474 4447. If you are unable to reach any of the above we ask that you please use one of our preferred Tradesmen listed. All other maintenance should be in writing or emailed: info@lagunarealestate.com.au



PLUMBERS

- Taps R Us: 1300 782070
- Plumbers 4 U: 0412 140 370



ELECTRICIANS

- Laguna Bay Electrical 0414 410 964
- Sms Electrical 0409 280 220



LOCKSMITHS

- Coast & Hinterland Locksmith 5474 4844 / 0412 712 358

NOTE: Any afterhours call out for lost or misplaced keys is at the tenants cost. If available Laguna staff will help – there will be an after hour's call out charge of **\$100**

Please note: If a tradesman is called to the property and it has been determined that the fault is with the tenant's appliance, or tenant's actions, then the cost of the call out will be paid by the tenant.

EMERGENCIES ARE AS FOLLOWS

- a burst water service or a serious water service leak;
- a blocked or broken lavatory system;
- a serious roof leak;
- a gas leak
- a dangerous electrical fault;
- flooding or serious flood damage
- serious storm, fire or impact damage
- a failure or breakdown of the gas, electricity or water supply to premises;
- a failure or breakdown of an essential service or appliance on premises for hot water, cooking or heating;
- a fault or damage that makes premises unsafe or in-secure
- a fault or damage likely to injure a person, damage Property or unduly inconvenience a Tenant of premises;
- a serious fault in a staircase, lift or other common area of premises that unduly inconveniences a Tenant in gaining access to, or using, the premises.