

What is an Emergency?

An Emergency is an event where either; *a person or property* is in immediate potential danger and you must act to avoid any further damage occurring.

If the works can be actioned the next day without incident this is considered non-urgent and therefore not an emergency.

The Council of the Strata Company reserves the right to refuse payments of invoices that are not considered an emergency situation.

Situations that are Considered non-urgent

For non-emergency situations the best thing to do is document the problem by taking photos and notifying your Strata Manager in writing via email so they can action it with the Council of Owners.

Our Knowledgebase also has a wealth of helpful information on what to do in these situations.

<https://esmstrata.com.au/support/>

Who can action works during an emergency?

EMERGENCIES DURING BUSINESS HOURS:
Contact your **Strata Management Company**

EMERGENCIES OUTSIDE OF BUSINESS HOURS:
Works may be actioned by **Owners**.
If you are a tenant you must contact your **Property Manager** who can action necessary emergency works.

ESM Strata's Business Hours Are;
9am - 5pm Monday to Thursday
9am - 4pm Fridays



After Hours Emergency



9362 1166
info@esmstrata.com.au

Is it an outage



Before engaging a contractor it's worth checking if the cause is actually a supplier outage:

1 Loss of Power Supply

Contact *Western Power* if you and other units are experiencing loss of power on either;
13 13 15 or
<https://www.westernpower.com.au/faqs/outages/>

2 Loss of Gas Supply

Contact *ATCO Gas* if you and other units are experiencing loss of gas supply on either;
13 13 52 or
<https://www.atco.com/en-au/self-service/gas/gas-outage-map.html>

3 Loss of Water Supply

Contact *Water Corporation* if you and other units are experiencing loss of water on either;
13 13 75 or
<http://www.watercorporation.com.au/faults/check-for-water-outages>

Additional Assistance

There are some Emergencies that your Strata Management Company cannot manage.

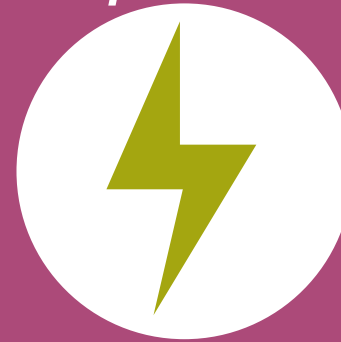
In case of an emergency such as **fire, injury or life threatening danger**, please call **000** immediately.

For **intruders and theft** you should contact your Local Police Station on **131 444**



Emergency Contacts

*Below is a list of suggested contractors, should any of these not be available you may arrange a suitably qualified alternative. Please advise **ESM Strata** via email to your **Strata Manager** of any after hours action taken, as soon as possible.*



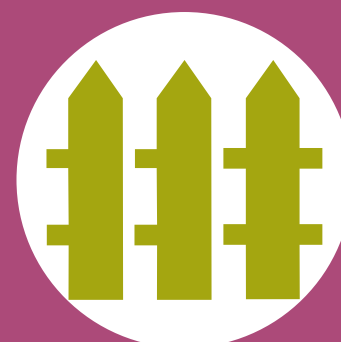
Urgent Electrical

Steven Murphy 9381 7711
JTK Property Services 0423 880 774



Urgent Plumbing

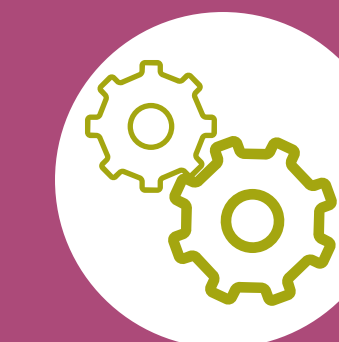
NOR - Hayes Plumbing 0411 546 108
SOR- Ballantyne Plumbing 9565 4365



Urgent Security Gate

Look for a manual override key & contact the authorised gate technician.

Note: Gates stuck open are considered non-urgent.



Urgent Lift Repair

Refer to the signage at your complex and contact the authorised lift technician for assistance.



Urgent Storm Damage

State Emergency Service
9323 9300 or 132 500



Urgent Glass Repair

Glass Plus 0419 777 001



Urgent Fire Safety System

Banhams 9206 0017



Urgent Maintenance

TRAYD Australia 08 9321 9321