

URGENT & EMERGENCY MAINTENANCE

VALLEY MAINTENANCE SERVICES – 1800 088 106

This applies only to urgent and emergency repairs when the office is closed
Public holidays, weekends and outside of regular business hours (Monday - Friday)

What kind of repairs would you all through to the after-hours service?

Emergency maintenance is an urgent repair that can be a threat to your health and safety, and usually is related to a gas, electricity or water problem. Urgent repairs include:

- A burst water service
- A blocked or broken toilet
- A serious roof leak
- A gas leak
- A dangerous electrical fault
- Flooding or serious flood damage
- Serious storm or fire damage
- A failure or breakdown of any essential service or appliance provided for water, hot water, cooking, heating or doing laundry
- A failure or breakdown in any appliance or fitting supplied by the landlord that will result in a large amount of water being wasted
- A failure or breakdown of the gas, electricity or water supply
- A serious fault in a lift or staircase
- Any fault or damage that makes the property unsafe or not secure

If you have decided you need to ring through an urgent order, identify the problem by following these steps first:

- Check for signs of water leak around the property
- If electrical problem, turn off power, check fuses/circuit breakers, switch off all appliances and turn back on one by one to see if any one appliance causes the power break
- If gas not available, check gas meter is turned on; if gas leak, turn off gas at meter
- If hot water not working, check fuse/circuit breaker, switches, pilot light
- If a burst water pipe, turn off water at the meter (and pilot light on gas hot water)
- If kitchen, bathroom or laundry pipe is blocked, try to clear blockage with a plunger or vinegar and bicarb of soda.