



If there is an emergency at your home, firstly contact the appropriate emergency services. Then, if safe to do so, contact RHL.

Emergency Contact Numbers:

Fire, Ambulance and Police	000
State Emergency Service	132 500
Ergon Energy – Power Outages	13 22 69
– Emergencies	13 16 70
Origin Gas	1800 808 526
RHL After Hours Number	0412 699 087

The following table outlines what maintenance issues you could experience and how fast we will respond. Please still notify RHL if you have caused the damage yourself, you are required to by law.

<b>RESPONSIVE MAINTENANCE OBLIGATION CHECKLIST</b>				
<b>IMMEDIATE 1 HOUR</b>	<b>URGENT 3 HOURS</b>	<b>PRIORITY SAME DAY</b>	<b>NORMAL 1 WEEK</b>	<b>NON-URGENT 2 WEEKS</b>
Gas leaks	No power	Partially blocked sewerage not overflowing	Slow dipping taps	External repaints
Fire	Serious storm damage	Toilet not working but not overflowing	Stove partially faulty	Internal repaints
Live bare wires	Burst external water pipe	Faulty external door locks	Water hammer	Fence repairs
Burst internal water pipe	Blocked sewerage overflowing	Unsecured external doors and windows	External entry doors jamming	Fence replacement
	Structural damage endangering occupants	Fast dripping taps	Tree lopping/removal of unsafe trees	Ceiling fan repairs
	Full stove not working	Not hot water	Leaking gutters and downpipes	Partially loose joinery
	Smoke alarms not working	No power to multiple power points	Faulty single light or power outlet	Cupboards doors not closing
	Toilet not working and/or overflowing	No power to multiple lights	Meter box replacement	Internal doors jamming
		Communal area lights not working	Faulty internal door locks	Tree lopping
		Unsecured yard fence for small child	Uneven, unsafe, irregular pathway/driveway	Site drainage
				Mandatory, statutory and other essential maintenance services as required For example: Lawn and garden maintenance