

AFTER HOURS EMERGENCY REPAIR

For urgent matters such as:

- Apartment Door Lock issue
- No Hot Water
- Burst pipe or Severe water leakage
- No electricity

Please follow these steps:

1. **Notify the Concierge or Building Manager first**
2. Then send an SMS or call the emergency contact (**0450-493-579** if further assistance is required [email: **ops@Lrealestate.com.au**])
3. Call the following vendor/merchant for service
 -  **Plumber** (Leakage / water supply/ toilet issue)
Reliant: **1300-851-366** (24H/7)
 -  **Electrician** (No power, Switch issue)
RACV: **1300 638 108** (24H/7)
 -  **Locksmith**
Zeming: 0410974734 or Wynns Locksmith (03) 94951122 (24H/7)

Life-Threatening Emergency

If the situation is **life-threatening**, please:

1. Call **000** immediately
2. Then notify the Concierge or Building Manager

 *Note: This contact is for emergency matters only.*

For non-urgent maintenance, please contact our office during business hours.

Move-in Instruction

- ✓ Register your info with Building Manager and book lift for moving in.
- ✓ Connect utilities via MY connect or Building move-in instruction.
- ✓ Confirm bond lodgment and sign back the entry condition report and key form.



Upon your entry to the property, please review the Entry Condition Report within 7 days. If you notice any details that are not included in the report, please kindly add them before returning the report to us.

For any pre-existing wear and tear, you may leave them as they are noted. However, if the condition worsens during your tenancy, please kindly notify us via email.

We highly recommend these common household products. Using a mould remover for regular, after-use cleaning is a highly effective strategy to prevent mould from taking root, particularly in high-humidity areas like showers and bathrooms.



Mould Remover



Pest



Drain blockage



Combat ANT-RID



**Mortein
Cockroach Baits**