

## Urgent Repairs Guide QLD

The Tenant should contact the property manager/owner about the problem first. It is a good idea to put the request in writing (email or text) as evidence of notification after a call has been made as well.

### Emergency Contacts:

Daphne Kae – 0428 497 158 – [daphne.kae@gdlrural.com.au](mailto:daphne.kae@gdlrural.com.au)

Kimberley Jessen – 0427 826 407 – [kimberley.jessen@gdlrural.com.au](mailto:kimberley.jessen@gdlrural.com.au)

General – (07) 4542 7900 – [realestate@gdlrural.com.au](mailto:realestate@gdlrural.com.au)



If the correct parties cannot be contacted, the Tenant can arrange for a qualified person to carry out emergency repairs to a maximum value of 4 weeks rent. Where possible the repairs should be made by the nominated repairer. However, if the nominated repairer cannot be contacted within a reasonable time, or is not available to make the repairs, the Tenant can arrange for another suitably qualified tradesperson.

Emergency repairs are:

- a burst water service or a serious water service leak
- a blocked or broken toilet
- 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
- a failure or breakdown of an essential service or appliance on the property for hot water, cooking or heating
- a fault or damage that makes the property unsafe or insecure
- a fault or damage likely to injure a person, damage property or unduly inconvenience a tenant
- a serious fault in a staircase, lift or other common area of the property that unduly inconveniences a tenant in gaining access to, or using, the property.
- Minimum Housing standards: <https://www.rta.qld.gov.au/during-a-tenancy/maintenance-and-repairs/minimum-housing-standards>

All other repairs are considered routine repairs.