

EMERGENCY RESPONSE ACTION PLAN

The following is a response plan in the event of an emergency.
This is not for the purpose of carrying out general maintenance.

What constitutes an emergency?

An Emergency is any occurrence that is life threatening or puts the safety of individuals and property at risk or poses a danger that in the short term may lead to individuals and/or property being put at risk.

In other words, if it can wait till the morning or Monday to get fixed it is not an emergency!

We will only accept calls from Owners and/or registered Property Managers on our system.
Tenants must call their Property Manager or Owner direct to report any emergency repairs.

The after hours service is for urgent issues only and the phone should be kept free so that urgent issues can be addressed quickly.

LOSS OF POWER

Please follow one of the following Individual Unit or Whole Complex for loss of power.



INDIVIDUAL UNIT
ONLY OUT

1

Check the circuit breakers (fuse box) for your unit and turn on any switches that are off.

2

Check you have paid your account. If you haven't and pay your account, you will need to arrange an electrician at your cost to come and switch the power back on.

3

If the fault occurred as a result of an appliance being turned on unplug the appliance first and have the appliance checked before using it again. Note: continued use of a faulty appliance may cause the power to fail in the main switch board requiring a strata electrician to attend and you may incur the cost

4

If power comes back on. No need to contact emergency after hours number.

5

If all the switches are on and you still do not have power.

6

Call Pro Active Strata Management emergency after hours number on 9382 8131

LOSS OF POWER



PRO·ACTIVE
STRATA MANAGEMENT



WHOLE COMPLEX
OUT

1

Check nearby units' lights and your local neighborhood to confirm whole complex has no power.

2

Check the Western Power website to see if there is any information on the fault:
<https://westernpower.com.au/power-outages/>

3

Don't have internet access call Western Power on 13 13 51

4

If listed as power outage.
Follow Western Power advise

5

If not listed as power outage and power to whole complex is still out.

6

Call ProActive Strata Management emergency after hours number
on 9382 8131

LOSS OF WATER

Please follow one of the following Individual Unit or Whole Complex for loss of water.



PRO·ACTIVE
STRATA MANAGEMENT



INDIVIDUAL UNIT
ONLY OUT

1

Check your meter isn't turn off at the front of your unit or complex. If meter is turned off, please turn on

2

Please check you paid your account.

3

If water comes back on. No need to contact emergency after hours number.

4

If all the above has been completed and you still do not have water.

5

Call Pro Active Strata Management emergency after hours number on 9382 8313

LOSS OF WATER



PRO·ACTIVE
STRATA MANAGEMENT



WHOLE COMPLEX
OUT

1

Check nearby units' and your local neighborhood to confirm whole complex has no water.

2

Check the Water Corporation website to see if there is any information
<https://www.watercorporation.com.au/water-supply/ongoing-works>

3

Don't have internet access call Water Corporation on 13 13 75

4

If listed as water outage.
Follow Water Corporation advise

5

If not listed as water outage and there is not water to whole complex.

6

Call Pro Active Strata Management emergency after hours number on 93828313

LOSS OF GAS

Please follow one of the following Individual Unit or Whole Complex for loss of Gas.



PRO·ACTIVE
STRATA MANAGEMENT



INDIVIDUAL UNIT
ONLY OUT

1

Check your gas hasn't been turned off
at the meter.

2

Please check you paid your account.

3

If gas comes back on.
No need to contact emergency after hours
number.

4

If all the above has been completed and
you still do not have Gas.

5

Call Pro Active Strata Management
emergency after hours number on
93828313

LOSS OF GAS



WHOLE COMPLEX
OUT

PRO·ACTIVE
STRATA MANAGEMENT



1

Check nearby units' and your local neighborhood to confirm whole complex has no gas.

2

Check your gas supplier fault line and follow their advice.

3

If not listed as gas outage and there is not gas to whole complex.

4

Call Pro Active Strata Management
emergency after hours number on
93828313

Insurance Claim and/or Repairs

- PSC Property Lync Insurance Brokers – 1300 127 503

PLEASE NOTE: that malicious damage and/or break & enter MUST be reported to police before a claim can commence.

OTHER IMPORTANT PHONE NUMBERS:

LIFE THREATENING EMERGENCIES ONLY RING: 000

Police Assistance: 131 444

Crime stoppers: In the event of illegal or suspicious activity, threatening or disturbing behavior, please ring: 1800 333 000