

EMERGENCY SERVICE (Subject to Separate Charge)

Our Emergency Telephone Number is (01) 200 8031

We provide a 24-hour, 7-day emergency service. *Where Owner Management Companies have not included the cost of this service in their service charge budget, the appropriate call out fee is charged.*

We supervise this service in the Common Area and wherever a Common Service is the source of the problem. Owners/ Tenants are responsible for attending and supervising their own emergencies, but we can assist by recommending reliable contractors where required. An emergency situation is one such as a burst water tank or cylinder, burst pipe causing serious flooding, major electrical fault, fire, break-in or any other occurrence which represents a serious hazard, security risk or disruption to owners/ tenants.

Our emergency number should only be used in case of emergency, and should not be used for ordinary business or routine calls.

1. EMERGENCIES INSIDE YOUR APARTMENT

If you are a Tenant – advise the Landlord or Landlord's Agent. The Landlord will decide on appropriate action. Contact our offices direct if attempts to contact the Landlord fail.

If you are the Owner – our office can advise on emergency services whenever required. However, it is the owner's responsibility to supervise his or her own emergencies. Our office is responsible for emergencies where the source of the problem lies in the Common Areas. If in doubt, always contact us.

2. EMERGENCIES IN THE COMMON AREAS

Whether you are a tenant or a resident owner, you should immediately telephone our office during office hours Monday to Thursday 9am – 5.30pm and Friday 9am – 5pm or our emergency number at all other times.

Note: The emergency number is serviced by our engaged Call Centre. You will be required to give details of your **name, address and phone number together with details of the emergency** so they can give best assistance. We would remind clients to please exercise care in calling the emergency number – because by its very nature, this type of service can be expensive.

The cost of all work within the apartment must be borne by the caller in all cases except:

- a. Water damage from mains or common area supply
- b. Electrical failure traced to common area main supply
- c. Any other faults originating in common area supply