

Emergency Trade List

For any maintenance (big or small), please reach out to Emily or Renee directly. Alternatively, submit a request via the tenant portal on Ailo. This helps us ensure your request is logged and attended to efficiently. If an urgent issue occurs outside of business hours and you are unable to contact us, please don't panic. You're welcome to call one of our trusted tradespeople for assistance.

What counts as urgent?

- A burst water service
- A blocked or broken lavatory system
- A serious roof leak
- A gas leak
- A dangerous electrical fault
- Flooding or serious flood damage
- Serious storm or fire damage
- Failure of gas, electricity, or water supply to the premises
- Failure of a refrigerator supplied with the premises
- Breakdown of any service essential for hot water, cooking, heating, or laundering
- Any fault that makes the premises unsafe, insecure, or likely to cause injury
- A serious fault in any door, staircase, lift, or common area that prevents reasonable access or usage of the premises
- A burst water service
- A blocked or broken lavatory system
- A serious roof leak
- A gas leak
- A dangerous electrical fault
- Flooding or serious flood damage
- Serious storm or fire damage
- Failure of gas, electricity, or water supply to the premises
- Failure of a refrigerator supplied with the premises
- Breakdown of any service essential for hot water, cooking, heating, or laundering
- Any fault that makes the premises unsafe, insecure, or likely to cause injury
- A serious fault in any door, staircase, lift, or common area that prevents reasonable access or usage of the premises

Good to know:

- Our preferred tradespeople are listed below for your convenience. If they are unavailable and it is an emergency, you may contact another licensed trade for immediate assistance.
- Wherever possible, please try to troubleshoot the issue with the trade before arranging a visit to your home. Before calling a plumber or electrician, please contact Evo Energy or Jemena as the fault may be with the supplier and not the property.
- At your earliest opportunity, please notify Renee via Ailo or email to advise of the works you have arranged so we can inform the landlord.
- If a tradesperson is called after hours for a non-emergency, the additional costs may be passed on to you.

Faults and Emergencies		
Water	Icon Water	(02) 6248 3111
Electricity	Evo Energy	131 093
Gas	Jemena	131 909
Floods or storms	State Emergency Service (SES)	132 500

Locksmiths	
Night and Day Locksmiths	(02) 6290 1938
ASI Locksmiths	(02) 6251 1233
Canberra Locksmiths	(02) 6285 3544
Class Locksmiths	(02) 6280 6611

Electricians	
Daco Group	0422 431 883

Plumbers (Tip: If your hot water runs on electricity, you may need an electrician instead)	
JML Plumbing	(02) 6193 4089
Results Plumbing	0488 112 166
Drips and Drains	0418 480 324

Heating & Cooling

Mint Airconditioning & Refrigeration	0482 072 164
Astor Air Conditioning	(02) 6241 2486

Locksmiths

Night and Day Locksmiths	(02) 6290 1938
ASI Locksmiths	(02) 6251 1233
Canberra Locksmiths	(02) 6285 3544
Class Locksmiths	(02) 6280 6611

Roofer

Epic Roofs	0481 363 600
------------	--------------

Garage Doors

(Tip: Switch to manual first if it's a power issue.)

Capital Doorworks	0488 994 105
ACT Doorland	0416 024 374
WR Engineering	0483 939 901

**Water Extraction
(Carpets only)**

Burley Griffin Carpet Care	0401 242 772
Allclass Carpet & Upholstery Care	0418 242 013
Steamatic	(02) 6242 0856

Glaziers	
Discount Glass	(02) 62531099
Mitchells Glass	(02) 6280 6111