



# Fresh Strata Afterhours Emergency Repair Helpline

Our experienced team will ensure a suitably qualified emergency repairer is sent to your property to complete any urgent repairs which cannot wait until normal business hours.

The following is a list of common **Emergency Repairs**:

- Failure of Electrical, Gas or Water supply
- Common property garage door jamming
- Burst water pipe
- Sewer blockage
- Smashed common property windows/doors
- Impact damage that impedes access to the building or makes it structurally unsound
- Storm Damage – resulting in water ingress or structural damage creating a safety issue

The following fees are payable by your scheme for the use of this service:

**Fees for emergency contractors are charged between \$160-\$170 + GST per hr\*** (includes travel) + materials / plant / equipment (sale or hire) if applicable. \*fees may be higher for jet blasting

*This rate excludes dangerous work, sublet work (ie. specialist contractors – which we have no control over for example Telstra, AGL, Energy Australia, Lift Companies).*

Please note that a charge may be incurred for contacting the afterhours emergency line number and speaking with a member of the team for [non-emergencies](#).

**\*If you decide to use this service for a common property repair that is not an emergency, you may be personally liable for any costs incurred.**

For [non-emergency](#) repair issues please contact Fresh Strata during business hours  
- (Mon-Fri 9am - 5.30pm).

Tenants should refer to their Residential Tenancy Agreement for emergency contacts relating to their tenancy.



# 02 9336 1800