PROPERTY & TENANT EMERGENCY INFORMATION

Severe Weather Action Guide

Important steps, safety rules, and emergency contacts during storm and severe weather events.

1. IMMEDIATE PROPERTY ACTIONS

1. **Document & Report Immediately:** Take a clear photo or video of the issue and send it via **TEXT ONLY** to your Property or Strata Manager (**WhatsApp preferred**). Be sure to include the **full address of the premise**.
2. **Contain Water Leaks (If Safe):** If able, use buckets and rags to collect entering water, minimise damage to floor coverings, and prevent slippery surfaces.
3. **Protect Belongings & Stock (If Safe):** If able, move furniture or stock away from affected areas to minimise water damage.

> **Electrical Issues:** Should an electrician be required, please contact your preferred electrician or our preferred contractor, **First Choice Electrics** (no need to contact us prior).

Roof Plumbing Notice: For safety reasons, please be reminded that **roof plumbers will NOT be able to attend properties whilst it is raining**.

2. DAMAGED OR FALLEN POWERLINE SAFETY REMINDER

Always assume any fallen or damaged powerline is live and dangerous:

- **Stay Clear (8m Rule):** Stay at least **8 metres away** from any damaged or fallen powerline.
- **If Within 8 Metres on Foot: DO NOT MOVE.** Call **000** if you have a phone on you, or wait for a passer-by to call for help.
- **If in a Vehicle: DO NOT open car doors or get out of the car.** Call **000** immediately, or wait for a passer-by to call for you if you do not have a phone on you.
- **Report Damaged Powerlines:** Report the hazard to Western Power by calling **13 13 51**.

More safety information: https://www.westernpower.com.au/safety/safety-at-home/make-the-safe-call/damaged-powerline/

3. KEY EMERGENCY & TRADE CONTACTS

Service / Contractor	When to Contact	Phone Number
Emergency Services	Life-threatening emergencies or within 8m / in a vehicle near fallen powerlines	**000**
Western Power	Report damaged or fallen powerlines (24/7)	**13 13 51**
State Emergency Services (SES)	Storm and flood emergency assistance	**13 25 00**
First Choice Electrics (Preferred Contractor)	Urgent electrical faults (no prior manager approval required)	**9301 1333** **Urgent: 0419 908 358**

Keep this guide accessible for quick reference during severe weather events.