

## READY TO BEGIN?

Priority One Building Services can get you and your clients up and running immediately.

**Our Emergency After Hours number is 1300 148 473**

We recommend you use this on your office answering machine and website so that your clients can access our number at anytime when the need arises.

## WHAT WE WILL DO FOR YOU

Your client or you will call our **Emergency After Hours number 1300 148 473** and our after hours pager service will take the following details:

- The name of the person making the call
- The full address of the affected property
- The contact telephone number of the person reporting the issue
- What the problem is that they are currently having

Our After Hours Manager will receive the message and call the number provided and establish whether attendance is required, whether common or private, and co-ordinate the required trade to attend to make the property safe.

If the problem is a private property issue we will advise your client that the costs incurred for our attendance will be charged to them and proceed if given the go ahead by the owner or property manager.

We will, the following business day, email you to advise you of the information received (eg caller information, name and number etc) and also advise what was done and whether we were required to attend.

If the damage is deemed as an insurable event we can further attend to provide you with a report, quotation and scope of works so that you can submit it through to your insurer.

## WHAT YOU COULD DO FOR US:

We would appreciate a list of properties you look after which include the Owners Corporation Number and full address along with any information that is relevant to the property. Tenants are not usually able to advise who the Strata Managers are so it is beneficial to both you and to us to have a list of the properties you look after.

Examples of relevant information would be key

safe details for access to common areas, hot water services for units being a private matter not common, Fire Services information etc. Anything that could assist us outside of hours.

We request that this list is kept updated especially over the holiday periods such as Christmas and Easter where you may be taking a well earned break.

*Any further queries please contact us on 1300 898 111 and we will be happy to discuss this further or organise a time to meet with you and your staff to cover our After Hours Services.*



**BUILDERS  
REGISTRATION DETAILS:**  
Victoria (VBA): CDB-U 70345  
Queensland (QBCC): 1155590  
ACT (ABCB): 2024258

