

EMERGENCY REPAIR ADVICE FORM

DATE _____	TIME _____
REPORTED BY _____	CALL TAKEN BY _____
PROPERTY _____	

- What is the nature of the emergency? _____
- What is the current situation? _____

- Is any person in immediate danger? YES / NO NOTES _____

PRIORITY ASSESSMENT BASED ON INFORMATION PROVIDED BY CALLER	
<input type="checkbox"/>	Potential danger (Action immediately)
<input type="checkbox"/>	Security Risk (Action immediately)
<input type="checkbox"/>	Urgent and Important (Action within 1 hour)
<input type="checkbox"/>	Important but not urgent (action within 3 hours)

- What actions have you or anyone else taken before this call? _____

- Have the Police or Fire Services been called? If the answer Yes – What is the Report Number? _____
- What do you think caused the problem? _____
- When did you first notice the problem? _____
- What is your contact number & whereabouts for the next few hours? _____
- The actions I will be taking now are. _____

- The emergency tradesperson I will call will need to gain entry ASAP, will you be home or can they access the Property using our keys? _____
- What I will need you to do is..... record advice or steps given: _____

Advised tenant to record details of the problem & provide to our Agency in 24 hours. In the meantime, please contact me immediately if the situation changes.

Contractor Arranged	Job Number _____	Date	Time
Lessor Notified By	_____	Date	Time
Followed Up Contractor for Status		Date	Time
Lessor Notified of Status & Updated		Date	Time
Tenant Notified of Status & Updated		Date	Time
Insurance Company Contacted? <input type="checkbox"/> N/A <input type="checkbox"/> Yes		Date	Time
Received Tenant Report of Emergency in Writing		Date	Time
Emergency Job Completed by Contractor		Date	Time
Lessor Advised of Completed & Final Result		Date	Time
Tenant Advised of Completed & Final Result		Date	Time