

After Hours Emergency Services

The owners corporation has nominated the RCM Group as the after hours emergency services provider for your site or building. We take pride in our ability to provide a reliable and responsive service aimed at assisting residents with any issues related to the common area outside of business hours.

Please note that the service is for emergencies relating to the common area only and that you may be liable for any associated charges if the issue is determined to be a private matter. Should the occasion arise where you intend to use this service, please consider whether the issue you are contacting us about constitutes a true emergency or whether it is merely inconvenient.

If you notice a problem affecting the common area or your own premises, we urge you to make a report as soon as possible rather than waiting until close of business or leaving it to others to submit a report. Many after hours calls can be avoided with timely reporting of issues observed or with some prior planning.

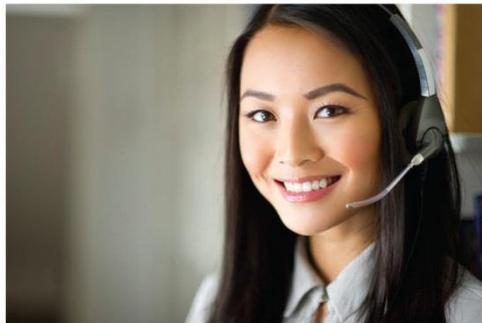
If your building has a dedicated facilities manager, they will likely have their own after hours service and we urge you to contact them directly as they would be in a better position to assist you. If you are a tenant, your first point of contact should be your real estate agent for issues occurring within your unit.

Please note that we cannot assist with administrative or database issues e.g. billing, key or fob distribution/programming or parking disputes. Matters of this nature will need to be referred to the owners corporation directly during normal business hours.



24 Hour Convenience

The RCM Group offers our clients access to multiple trades to suit any issue or emergency via a single point of contact. Whether you are dealing with a leak, a power outage or faulty garage door, our professionals are on standby to assist with any problem 24/7.



Quality Service

Reliability, responsiveness and efficiency are the core principals of our customer service philosophy. We believe in doing things right and strive to ensure that our actions are always directed towards giving our valued clients the best possible outcome.



Guaranteed Workmanship

We understand that customer satisfaction and peace of mind does not end with the completion of a project. We ensure that works carried out by our personnel meet the highest standards and are fully guaranteed or we will return to rectify any issues.



After Hours Emergency 1300 556 550

Visit us at www.rcmgroup.com.au to find out the difference we can make for you.

RCM Group After Hours Emergency Service

Relevant Information, Common Occurrences and Expectations

What should I expect from the RCM After Hours Emergency Service?

The RCM After Hours Emergency Service has been put in place by your owners corporation manager to handle critical incidents affecting or related to the common area outside of business hours.

It is imperative to understand that although the after hours number has been provided for your peace of mind, there are limitations to what emergency personnel can do. The service cannot assist with administrative queries such as those relating to fees/levies or private issues such as parking disputes or lost keys. In the event of a fire, crime or burglary, the first step should be to contact 000.

Although some common area issues are fairly obvious, if an owner chooses to contact the service to report an issue within their dwelling that is not related to the common area, they should understand that they are accepting liability for any charges incurred if the matter is ultimately determined to be a private responsibility.

Insurance Matters: Private vs Common

Many after hours incidents such as glass breakage, damaged plaster, vehicular impact etc. are covered by the relevant owners corporation/strata insurance policy. Coverage can typically be defined by anything that serves as part of the structure itself and does not include furniture and contents.

Owners should note that strata insurance also does not cover certain fixtures such as blinds/curtains, carpets and floating floors. Affected timber flooring is only considered if it is part of the structure i.e. solid boards serving as the floor itself (often with a sub floor cavity beneath) OR the boards have been secured to the concrete slab with construction adhesive.

Carpets and floating floors should be covered under an owner's personal insurance policy such as contents or landlord's insurance. If you do not have such an insurance policy in place, we strongly recommend that you obtain cover as soon as possible. There have been many occasions where an owner has been left significantly out of pocket because of the mistaken belief that strata insurance covers everything.

Roof Leaks During Rainfall

Leaks that appear in your premises during rainfall can be alarming and the first step should be to contact the after hours emergency number to advise that you have an active leak. However, please note that plumbers are prohibited from accessing roof areas during rainfall due to safety concerns. Management of a leak is therefore required during these times until a plumber can assess and/or rectify the issue.

If the leak is more than a steady drip, this may involve installing holes in the leak area with a screwdriver or similar implement to allow water to drain freely into a container. This relieves pressure on the ceiling if there is significant water ingress and reduces the chance of collapse.

In the event of a collapse, an emergency crew will be despatched to site to clean up and manage the site.

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Access to Neighbouring Units

Should you be experiencing a leak that appears to be originating from another unit, it is strongly recommended that you attempt communicating with the other party prior to contacting the after hours service to see whether it can be resolved e.g. overflowing bathtub/laundry trough, overzealous mopping, etc. Our ability to contact other owners is limited as we typically do not have access to client databases for security/privacy reasons. By extension, we also cannot forcibly enter an apartment that is unoccupied and a leak management process may need to be put in place until contact can be made.

Leaks in Townhouses or Villa Units

If you live in a townhouse, villa or any structure where the roof solely services your dwelling, any leaks affecting your premises would typically be considered to be a private issue. The cost of any call outs – after hours or otherwise – to investigate and/or repair the problem will be at the expense of the owner. The only exception would be if the roof was damaged or affected by an event such as hail or extreme winds in which case repair of any damage resulting from the incident would generally be covered by strata insurance.

Power Loss/Failure

Power loss to a unit or premises is a common after hours occurrence and it is important to take certain steps in order to understand the situation prior to reporting it to the emergency service:

- a) If the power loss is affecting not only your unit but other units and/or the common area, this would most likely be caused by a common fault requiring urgent attendance.
- b) If the power loss affects your unit only, this would generally be caused by a faulty appliance within your dwelling. Any attendance fees would thus be charged back to the owner.
- c) If the power loss is affecting not only your building but other buildings in the area, this falls under the responsibility of the relevant energy authority in the area to rectify.

Occasionally, power failure may be as simple as resetting the circuit for your unit on the main switchboard. In multi-unit buildings, these are typically housed within a cabinet in the common area that may be locked. It is important that you have a conversation with your owners corporation manager about how to handle such a situation as these are not always readily accessible.

Toilet Blockages

In the event that a toilet or drain becomes blocked, it is again important to understand whether this is affecting your unit only or other units in the building. Toilet blockages can be caused by a large number of issues ranging from tree roots penetrating the main sewer line (common) to waste matter blocking the pipe servicing your premises only. Investigating and clearing a toilet blockage can start with simply utilising a store bought plunger to see whether this is effective. If the blockage persists, a crew would need to be deployed to site to investigate. This may involve temporarily removing the toilet itself if there is no point of entry for the affected pipework outside.

Always remember that the flushing of insoluble items such as paper towels, sanitary products or other foreign objects in the toilet will likely result in a blockage! Dispose of these items responsibly in your household waste.

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Garage Doors

Depending on the size of the building, common garage doors can be subject to a high number of cycles per day. It should be understood that by their very nature, garage door motors have a limited life time with warranty typically only covering 1 year from installation for this very reason.

In the event of a garage door failure, a technician will be deployed to site to assess. All efforts will be made to return the garage door to operational status, even temporarily, until permanent repairs can be affected. In the event that the door remains inoperative, the default process would be to secure the door in the open position so that vehicles can enter and exit the building. This would result in a security risk for the building and discussions should be had with your owners corporation manager to determine whether such a situation would warrant stationing a security guard at the entrance until repairs are carried out.

Although repairs are usually carried out fairly promptly, the only period where this may not apply is in the months of November to January when many manufacturers and suppliers close for the Christmas period and parts are unavailable.

In order to assist with the continued health of your garage door, we strongly recommend adopting a recurring maintenance program.

Call Out Fees

It should be understood that when personnel are called out to site, these tradespeople are often heading into unknown situations leaving behind family, friends, prior engagements, Christmas parties or simply settling in after a long day. Although they are experienced experts in their fields, it is not always possible for them to anticipate what kind of problems they will have to deal with when they arrive on site.

Sometimes attendances will not result in any action on their behalf perhaps because none can be taken e.g. a real estate plumber was contacted earlier and is already in attendance, the garage door has mysteriously repaired itself or the sewer blockage has somehow cleared without any intervention. Regardless, if the effort has been made to commence driving to site to investigate or action an after hours request, call out fees will still apply.

As an after hours service provider, we try to make intelligent decisions about what constitutes an emergency and whether the incident warrants the expense of an after hours call out. It is a component of our service that sets us apart from others – we do not treat after hours incidents as an open chequebook. We ask for your cooperation and understanding and look forward to providing you with the peace of mind that your common assets will be cared for 24/7.