

**Passion and Experience**  
**EMERGENCY AFTER HOURS NUMBERS**

The following firms have arrangements with us to attend the scheme should you have an **EMERGENCY REPAIR** NEED at any time when our office is closed:

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| <u>Water Damage Incidents</u>                | BPS  | - 1300 724 814                                   |
| <u>Roof, Storm Damage, Fire</u>              | BPS  | - 1300 724 814                                   |
| <u>Plumber:</u><br>(eg sewer backing up etc) | Even Flow<br>Or<br>Apex Plumbing               | - 0407 900 446<br>- 0418 286 091                 |
| <u>Broken Glass:</u>                         | Express Glass                                  | - 1300 666 234                                   |
| <u>Garage doors:</u>                         | MDI – Pager<br><u>OR</u><br>Allgate Automation | - 9962 8193<br>- 1300 655 600                    |
| <u>Hot Water Service:</u>                    | Aust. Hot Water                                | - 9698 8922                                      |
| <u>Electricians:</u>                         | New Gen Electrical<br><br><u>OR</u><br>Glenco  | - 0411 833 812<br>or 0432 655 938<br>- 9700 9996 |
| <u>Locks:</u>                                | Bells Locksmith<br><u>OR</u><br>BH & Locksmith | - 0415 967 038<br>- 02 9365 4623                 |

If the number is not answered when you ring – leave a message with your name, phone number and address – and allow 10 minutes for them to call you back.

Some of the above firms have a message as to a separate after hours number to call (depending on the staff member allocated at that time – as normally one person is not on call after hours all year), you will need to take down this number and call it for them to come out.

The above information is also noted on the home page of our website: [www.prostrata.com.au](http://www.prostrata.com.au)

**Note:** if the issue is not an emergency they will not attend, and so you will need to contact us on the next working day for a work order to be issued as normal for non-urgent repairs via [reception@prostrata.com.au](mailto:reception@prostrata.com.au).

