

After Hours Procedure



Purpose

- 1 To ensure urgent maintenance and property-related issues reported outside of standard business hours are managed promptly, safely, and in accordance with tenant needs and rights. This procedure applies nationally and includes escalation pathways for high-risk issues.

Hours of Operation

- 2 Standard Hours: Monday to Friday, 9:00am – 5:00pm (local time)

After Hours: Weekdays before 9:00am and after 5:00pm, weekends, and public holidays

What is Covered After Hours?

- 3 After hours maintenance service is available only for:

Emergency Repairs: Poses immediate risk to health and safety, security, or the property (e.g. burst pipes, gas leak, electrical faults, broken lifts, power outage, flooding, no hot water in winter, broken locks).

Urgent Repairs: Required to maintain essential services or prevent further damage, which cannot reasonably wait until the next business day.

Procedure

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Step 1: Tenant/Support Person contacts After Hours Service

Tenants/support person must call the After Hours Maintenance Line on 1300 156 555.

Step 2: After Hours Responder Triage & Logging

The After Hours Responder:

- Logs the request in Dynamics
- Assesses if the issue meets emergency or urgent criteria
- Contacts the relevant contractor/service provider for immediate response if necessary

Step 3: Informing the Tenant

The After Hours Responder contacts the tenant and confirms:

- Whether a contractor is being dispatched
- Expected timeframes for response
- Any safety instructions or temporary actions to be taken

Step 4: Contractor Attendance & Updates

The contractor attends the site. Updates are provided to the tenant/support person and documented in Dynamics.

Escalation Process

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If the issue relates to any one of the below, the After Hours Responder must escalate the issue immediately:

- Tenant injury requiring emergency services attendance or hospitalization - Notify GM Tenant Experience
- High-Risk Emergency (e.g. uninhabitable property, critical safety risk, incident that may attract media attention) - Notify GM Property & Development and GM Tenant Experience

Next Business Day Handover

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All after-hours requests must be documented in Dynamics. A handover report should also be sent to the tenancy and property team for follow-up during business hours.