

CYCLONE, FLOOD & SEVERE WEATHER - REPAIR TRIAGE LIST & ACTION PLAN

Repair works will be triaged based on the urgency and risk of the situation. Most will be able to gauge how urgent a matter is based on the circumstances, however, please refer to the guide below if you require further clarification. The list below has been separated into three categories: First Priority (Red), Second Priority (Orange), Third Priority (Green). Other lower priority examples are provided below along with items that owners are responsible for maintaining, matters outside of our jurisdiction or control and information on who people should contact in such cases.

First Priority – Urgent/Emergency Repair Works

| Issue Reported | Example | Action – Lot Owner | Action – Strata Manager | Note | Timeframe |
|---------------------------------------|--|--|---|---|--|
| Major Roof Leak/Roof Damage | Major water ingress into 1 or more units in a complex causing substantial water damage. | <ol style="list-style-type: none"> 1. Contact a Plumber - Check if available & can attend urgently. 2. Alternatively, contact the SES to see if they can assist with roof tarping or sandbags* 3. Contact your Strata Manager. Please follow any call with an email containing a detailed description of the issue, actions taken (including contact details for any Plumbers already contacted) & photographs. | <ol style="list-style-type: none"> 1. Contact a Plumber (if Lot Owner has not already) to check if they are available to attend urgently. 2. Send a work order marked as URGENT, along with photographs and detailed description. 3. Provide updates to the Lot Owner as they arise. | Most Plumbers / Roofers will not be able to access a roof until severe weather has subsided and safe. *The SES may not be able to provide tarping services for buildings over 2 levels or in less urgent cases. | Same day response |
| Electrical Hazards | Live wires – major electrical safety concerns – main switchboard/ common property | <ol style="list-style-type: none"> 1. Contact an Electrician - Check if available & can attend urgently. 2. Contact your Strata Manager. Please follow any call with an email containing a detailed description of the issue, actions taken (including contact details for any Electricians already contacted) and photographs. | <ol style="list-style-type: none"> 1. Contact an Electrician (if Lot Owner has not already) to check if they are available to attend urgently. 2. Send a work order marked as URGENT, along with photographs and detailed description. Ask Electrician to assess & disconnect the power source if presenting a risk. 3. Provide updates to the Lot Owner | Power line hazards to be reported to Electricity Provider immediately | Same day response |
| Flooded Basement/Carpark | Carpark with resident vehicles has flooded, causing damage to vehicles and threat to electrical and other equipment in the area | <ol style="list-style-type: none"> 1. Contact a Plumber - Check if available & can attend urgently. 2. Contact your Strata Manager. Please follow any call with an email containing a detailed description of the issue, actions taken (including contact details for any Plumbers already contacted) and photographs. | <ol style="list-style-type: none"> 3. Contact an Electrician (if Lot Owner has not already) to check if they are available to attend urgently. 4. Send a work order marked as URGENT, along with photographs. Provide as much detail as possible & ask if they have a submersible pump or equipment to drain the water. | Strata Manager to check records to see if there are sump pumps in this area, if they have failed before and who attended previously. | Same day response |
| Large Fallen Trees or Branches | Large tree/branches fallen and obstructing building/access, or trees/ branches may be in danger of falling imminently, causing harm. | <ol style="list-style-type: none"> 1. Contact an Arborist/Tree Lopper - Check if available to attend urgently. 2. Contact your Strata Manager. Please follow any call with an email containing a detailed description of the issue, actions taken (including contact details for any Trades already contacted) and photographs. | <ol style="list-style-type: none"> 3. Contact an Arborist (if Lot Owner has not already) to check if they are available to attend urgently. 4. Send a work order marked as URGENT, along with photographs. Provide as much detail as possible and ask them to remove the tree or at least clear the area of hazards. | Variation in urgency here, however if causing obstruction to access or posing an immediate threat to residents then treat as priority. | Same day response / or within 24 hours |

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| Elevator Failure | Elevator affected by flooding and is stuck / not operational. | <ol style="list-style-type: none"> Contact your Onsite Manager (where applicable) to report the issue, in case they are not aware or have not notified residents yet. Follow up with a call to your Strata Manager, with an email containing a detailed description of the issue. | <ol style="list-style-type: none"> Contact the Onsite Manager to confirm if they are aware and if they have a) contacted the lift maintenance provider and b) notified residents, e.g. by affixing signage onsite to ensure residents are aware i If no Onsite Manager, send a work order marked as URGENT to the contracted Lift Maintenance Provider, along with a description of the issue. Ask them to attend and make safe and advise on timeframe. | Onsite Manager or Lift Maintenance Technician should install a notice onsite to advise residents if the lift is out of order and to use stairs or alternative routes to exit the building safely. | Same day response / or within 24 hours |
| Stormwater Blockage | Blocked stormwater drain in critical location, preventing water from draining properly, causing further flooding to property. | <ol style="list-style-type: none"> Contact a Plumber - Check if available to attend urgently. Contact your Strata Manager. Please follow any call with an email containing a detailed description of the issue, including location of the blockage on common area, actions taken (including contact details for any Trades already contacted) and photographs. | <ol style="list-style-type: none"> Contact a Plumber (if Lot Owner has not already) to check if they are available to attend urgently. Send a work order marked as URGENT, along with photographs. Provide as much detail as possible, including the location of the blockage.. | Flush the stormwater drain and ensure clear of debris to prevent further blockages and flooding. | Within 24 hours |
| Damaged Door/s | A door to a lot is unable to be closed due to water damage/ swelling. Treat as urgent so the lot can be locked/secured. | <ol style="list-style-type: none"> Contact a Handyman - Check if available & can attend. Contact your Strata Manager. Please follow any call with an email containing a detailed description of the issue, including your lot number, photographs and confirmation if the door can or cannot be locked or secured at present. | <ol style="list-style-type: none"> Contact a Handyman (if Lot Owner has not already) to check if available & can attend urgently. Send a work order marked as URGENT, along with a description and photographs. Ask them to provide a make safe repair if unable to complete repairs at the time, to ensure the resident can secure unit. | Note on work order if a fire door, and if so, consult the buildings fire service providers, or advise the contractor if a fire door. | Within 24 hours |
| Broken Auto Gates/Garage Doors | An automatic gate or garage door is stuck in the closed position and unable to be opened. Urgent, as people need to be able to enter/exit the property without obstruction. | <ol style="list-style-type: none"> Contact a Gate Repairer or Electrician & check if available. Contact your Strata Manager. Please follow any call with an email containing a detailed description of the issue, including photographs and confirmation if the door is in the open or closed position. | <ol style="list-style-type: none"> Contact a Gate Repairer or Electrician (if Lot Owner has not already) to check if available. Send a work order marked as URGENT, along with photographs, gate code & model, a description, e.g. if gate is stuck in the open or closed position. | Ask service provider to provide manual override information for future reference if residents need to exit urgently. Ask them to leave in the open position until the threat has passed | Within 24 hours |
| Swimming Pool Fence/Gates | Broken/damaged swimming pool gate or fence, where children could easily access the area. | <ol style="list-style-type: none"> Contact a Handyman or local Pool Fence Inspector- Check if available & can attend. Contact your Strata Manager – Email photographs and clear description, including the risk factor, i.e. could a child access the pool area in its current state. | <ol style="list-style-type: none"> Contact a Handyman or local Pool Fence Inspector- Check if available & can attend. Send a work order marked as URGENT, along with photographs and a description. Ask them to provide a make safe repair/ secure the area as priority. | When weather events subside, check that pool gate/fence is now compliant. | Within 24 hours |

Second Priority – Urgent/Moderately Urgent Repair Works

| Issue Reported | Example | Action – Lot Owner | Action – Strata Manager | Note | Timeframe |
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| Water Damage in Lot – Walls/Ceilings | Water damage due to roof leak/flooding to walls/ceilings. | <ol style="list-style-type: none"> Contact a Plumber (if leak is still visible) or a Handyman/Builder- Check availability. Email your Strata Manager and include a detailed description of the issue, including where water is coming from (e.g the roof, exterior, a unit above), actions taken Plumbers/Trades already contacted/quotes sourced) & photographs. | <ol style="list-style-type: none"> Contact a Plumber (if leak is still evident and not yet repaired) Ascertain with the owner if any urgent/make safe repairs are required to mitigate risk (e.g. water inundation, mould treatment). Check the buildings strata policy and claim excess amounts to determine if an Insurance Claim may be warranted- contact the insurance broker, see if loss assessor required. Issue a quote request to a handyman / builder if required, depending on the severity of issue. Communicate the water damage repair process and insurance claim timeline with the lot owner. | More severe cases (where facilities cannot be used at all) should be moved to first priority list. Take advice from the broker and advise client of timeframe. | Within 48 hours |
| Water Damage in Lot – Kitchen /Bathroom | Water damage due to flooding - joinery, benchtops, vanity tops may have swelled and retained moisture and waterproofing membrane may be compromised. | <ol style="list-style-type: none"> Contact a Plumber (if leak is still visible) or a Handyman/Builder- Check availability. Email your Strata Manager and include a detailed description of the issue, including where water is coming from (e.g the roof, exterior, a unit above, the sink, shower), actions taken Plumbers/Trades already contacted/quotes) & photographs. | <ol style="list-style-type: none"> Contact a Plumber (if leak is still evident and not yet repaired) once ascertained if a lot owner responsibility to repair or strata responsibility. Ascertain with the owner if any urgent/make safe repairs are required to mitigate risk. Refer to steps 3-5 noted above. | More severe cases (where facilities cannot be used at all) should be moved to first priority list. Take advice from the broker and advise client of timeframe. | Within 48 hours |
| Water Damage – Floor Tiles and Coverings | Water damaged flooding due to flooding, e.g. popped/cracking tiles and warped floor coverings | <ol style="list-style-type: none"> Contact a Plumber (if leak is still visible and isn't a flooding event) or a Tiler/Carpet Extractor - Check availability. Email your Strata Manager and include a detailed description of the issue, including type of floor coverings (tiles, carpet, hard wood etc), where water is coming from (e.g rising flood waters or another source, actions taken Plumbers/Trades already contacted/quotes sourced) & photographs. | <ol style="list-style-type: none"> Strata manager to assess situation and determine if lot owner or strata responsibility. Guide lot owner accordingly. Check insurance policy for coverage for floor coverings if an insurance claim may be warranted. Ask client to check their own contents or landlord insurance policies if flooring may require replacement - | Carpet replacement is generally an lot owner responsibility- Water extraction may be required first before any replacements can take place. Keep invoices in case required for an insurance claim. | Within 48 hours |
| Broken Downpipes / Guttering | Broken downpipe/ guttering causing further water inundation/ damage or in danger of falling | <ol style="list-style-type: none"> Email your Strata Manager and include a detailed description of the issue, including the location of the guttering or downpipe, whether in a courtyard or on common area, where water is going and photographs, if possible. | <ol style="list-style-type: none"> Send a work order along with photographs and a description of the gutter or downpipe issue. Ask them to provide a make safe repair if full repair not possible at this time. | Less urgent /lower risk cases can be moved down list. | Within 48 hours |

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| Smashed Glass Door/Windows | A larger window/door has smashed and prevents the property from being secured. | <ol style="list-style-type: none"> Contact a Glazier to check availability. Try and secure the window or door area in the interim to protect from the elements – if safe to do so. Email your Strata Manager and include a detailed description of the issue, including the location of the smashed glass, whether any hazards such as broken glass in the common walkways and areas, and photographs. | <ol style="list-style-type: none"> Contact a Glazier to check availability (if lot owner has not already done so). Send a work order to Glazier, provide photographs & measurements. Ask them to provide a temporary make safe repair to allow the area to be secured until the pane can be replaced. | Note location of damage and if a lot window/door or common property. | Within 48 hours |
| Loose Balustrading / Handrails | Loose balcony balustrade or handrails on common area where residents could fall and injure themselves | <ol style="list-style-type: none"> Contact a Handyman to check availability. Email your Strata Manager and include a detailed description of the issue, including the location of the handrail/balustrade and its current state/risk factor to residents. | <ol style="list-style-type: none"> Contact a Handyman to check availability (if lot owner has not already done so). Send a work order to Handyman provide photographs, description & measurements. Ask them to provide a temporary make safe repair to allow the area to be secured until the balustrade/rail can be replaced. | As above | Within 48 hours |
| Hanging Tree Branches | Large, hanging branches that pose a risk of falling/causing injury | <ol style="list-style-type: none"> Contact an Arborist to check availability. Email your Strata Manager and include a detailed description of the issue, including the location of the tree/overhanging branches and their current risk factor to residents. | <ol style="list-style-type: none"> Contact an Arborist (if owner has not already done so) to check availability. Send a work order to an Arborist. If available, provide photographs and ask them to lop the overhanging branches, or if not possible at that time, remove the most obstructive branches and clear the area. | Consider notifying residents to avoid area until cut back | Within 48 hours |
| Slippery Driveways and Paths | If there is a moderate slip hazard due to flooding and debris | <ol style="list-style-type: none"> Email your Strata Manager and include a detailed description of the issue, including photographs. | <ol style="list-style-type: none"> Strata Manager to ask the committee if they wish to arrange pressure cleaning to ensure access is clear and slip hazards are mitigated. Issue a Work Order if approval is granted and communicate with residents on timeframes. | Triage up this list for more urgent slip hazards. | Within 48 hours |
| Damaged Retaining Walls | Broken/damaged retaining walls e.g. in a garden, where a smaller landslide may result if not secured quickly. | <ol style="list-style-type: none"> Email your Strata Manager and include a detailed description of the issue, including photographs, and location. | <ol style="list-style-type: none"> Strata Manager will assess the issue and review plans if required to determine if the retaining wall is on a common area or within a lot boundary. Strata Manager will communicate with lot owner and assist with rectification, e.g. make safe repairs. | Move to top priority if on a hillside or a more serious risk to residents and damage to property* | Within 48 hours |

Third Priority – Less Urgent Repair Works (attend when other items addressed and flood waters/risk subsides)

| Issue Reported | Example | Action – Lot Owner | Action – Strata Manager | Note | Timeframe |
|---|---|---|--|---|---|
| General Damage – Common Property | General R & M required that is not an immediate risk to property or residents | <ol style="list-style-type: none"> Contact a Handyman to check availability. Email your Strata Manager and include a description of the issue and photographs. | <ol style="list-style-type: none"> Strata Manager will consult with the committee and seek approval to repair or seek quotes. Issue a Work Order or Quote Request | Refers to general repairs to fence palings, letterboxes, TV antennas etc. | Within 72 hours or when priority 1 & 2 items have been actioned |
| Pool Debris - Clean Up and Treatment | Pool has some debris and matter and needs chemical rebalancing | <ol style="list-style-type: none"> Contact regular Pool, Maintenance Company in first instance. Email your Strata Manager and include a description of the issue and photographs | <ol style="list-style-type: none"> Strata Manager will consult with the committee and seek approval to repair or seek quotes. Issue a Work Order or Quote Request Pool Maintenance Company | If pool is filled with debris and matter, the pool service provider can clean and treat the water. | As above |
| Garden Debris - Clean Up | General debris and flood damage, without major obstructions, hazards or blockages | <ol style="list-style-type: none"> Contact regular Garden/Lawn Maintenance Company in first instance. Email your Strata Manager and include a description of the issue and photographs | <ol style="list-style-type: none"> Strata Manager will consult with the committee and seek approval to repair or seek quotes. Issue a Work Order or Quote Request Pool Maintenance Company | *If the garden has scattered debris and tree matter, the gardener should be able to attend on their next visit. | As above |
| Common Lighting/Security Lighting | Common lighting tripped due to water ingress, no outdoor lighting | <ol style="list-style-type: none"> Contact regular Electrician or one available i Email your Strata Manager and include a description of the issue | <ol style="list-style-type: none"> Strata Manager will consult with the committee and seek approval to repair Issue a Work Order or Quote Request to Electrician as instructed | Attend when safe to do so, however not an essential service like internal electricity | As above |
| Termite management Systems | Bait stations may have been compromised as a result of flood | <ol style="list-style-type: none"> Email your Strata Manager and include a description of the issue Advise if this relates to termite systems within a lot interior/yard or common area | <ol style="list-style-type: none"> Strata Manager will consult with the committee and seek approval to repair Issue a Work Order or Quote Request to Pest Control Company. | Chemical barriers/Termite bait stations may need to be reinstated | As above |
| Gutter / Downpipe Cleaning | General debris and matter in gutters due to weather events | <ol style="list-style-type: none"> Email your Strata Manager and include a description of the issue and photographs. Advise if affecting any particular lots. | <ol style="list-style-type: none"> Strata Manager will consult with the committee and seek approval to repair Issue a Work Order or Quote Request to Plumber/Gutter Repair Trades. | If causing water ingress into a property, escalate to 2 nd priority | As above |
| Shade Sail Removal/Repairs | Needs resecuring but not in danger of falling | <ol style="list-style-type: none"> Email your Strata Manager and include a detailed description of the issue and photographs. Advise if any unstable poles or imminent risks to property or people. | <ol style="list-style-type: none"> Strata Manager will consult with the committee and seek approval to repair Issue a Work Order or Quote Request to Plumber/Gutter Repair Trades. | If poles are compromised, or in danger of falling or causing damage, move up priority list. | As above |

Community Concerns – Lot Owner to contact the relevant authority (as some matters are out of our control and jurisdiction)

- Flooded cars outside property – Contact Council for advice
- Loss of power – Check Relevant Electricity Providers website for outages
- Loss of water/other essential services – Check local Councils Disaster for updates and community directives.
- Raw sewage – Call local Council or relevant LGA if on council property
- Wildlife on property – Call local Wildlife Rescue if injured and if deceased, contact Council regarding disposal.
- Rubbish disposal/ bin collection – Refer to Council website for information and updates
- Injury/death at complex – Call 000 (Ambulance / Police / Fire)