LEASE WORDING + TENANT NOTICE

Add a water-damage emergency contact.

For property managers, strata and body corporate managers in QLD, NSW and VIC.

Copy this line:
Water damage / flood: Reztor Restoration, 1800 739 867 (24/7)

QLD	Form 18a, item 18 "Nominated repairers", Other line. Clause 31 also permits a later notice identifying the repairer, telephone number and repair type.
NSW	Standard residential tenancy agreement: "Nominated tradespeople for urgent repairs", Other repairs line.
VIC	Form 1 and the accompanying out-of-hours urgent-repairs contact/authority information. Keep the provider/agent contact and written authority instructions clear.
Strata / commercial	Building emergency list, committee supplier list or tenant handbook. Use: Water damage, flood or sewage: Reztor Restoration, 1800 739 867 (24/7). Confirm the appropriate appointment/authority first.

Existing tenancies

You do not need to replace a QLD lease just to give a nominated repairer notice under clause 31. In every state, provide a clear written contact update using your applicable notice/service process and keep a delivery record. You may include it with a routine-inspection letter, but that does not override any legal service requirements.

What this wording does - and does not do

It gives the tenant a water-damage contact. It does not authorise unlimited work or spending, amend statutory rights or obligations, replace required landlord/agent notices, or guarantee reimbursement or insurance cover. Keep the plumber and electrician listed. Reztor makes safe, mitigates and dries; the repairer you choose carries out the repair stage.

Official guidance checked 29 October 2026. Open the current source before relying on a particular rule.

QLD form - https://www.rta.qld.gov.au/forms-resources/forms/forms-for-general-tenancies/general-tenancy-agreement-form-18a

NSW agreement - https://www.nsw.gov.au/housing-and-construction/rental-forms-surveys-and-data/resources/standard-residential-tenancy-agreement

VIC agreements - https://www.consumer.vic.gov.au/housing/renting/starting-and-changing-rental-agreements/different-rental-agreements/residential-rental-agreements

General information, not legal advice. Check the current agreement, management authority and state emergency/urgent-repair rules before issuing a notice.

TEMPLATE - COMPLETE BEFORE SENDING

Notice: your water-damage contact

Issue through the notice/service method that applies to the tenancy. Keep a copy and delivery record.

Date	_____
Property address	_____
Tenant / renter name(s)	_____
Agency / owner / manager	_____
Manager after-hours contact	_____

We are updating the emergency contact information for your property.

Work type: water damage / flood mitigation and drying
Nominated contact: Reztor Restoration
Telephone: 1800 739 867 (24/7)

If water enters the property, first move to a safe area and follow the emergency-contact process in your lease. Notify us using the contacts above. Keep clear of water near electrical equipment, damaged wiring, sagging ceilings, sewage and floodwater. For immediate danger or a serious emergency, call 000.

A plumber fixes the source of a leak; an electrician deals with electrical hazards. Reztor makes safe, mitigates and dries, then hands over ready for the repair stage. Reztor does not do repairs.

This notice adds a contact. It does not grant unlimited authority to order work, change your statutory rights or obligations, or guarantee reimbursement or insurance cover. Follow the approval and emergency-repair process applicable to your tenancy.

Emergency plumber	_____
Emergency electrician	_____
Manager name / signature	_____

Manager checklist: confirm the appointment and work type; complete every applicable field; attach the tenant card; check state requirements and delivery method; record service. For QLD, ensure the name, phone and repair type are included as required by clause 31.