THE 2026 PROPERTY MANAGER'S GUIDE

Water damage: the first hour.

A practical response for property managers, strata and body corporate managers in QLD, NSW and VIC.

Put this line on your emergency contact list:
Water damage / flood: Reztor Restoration, 1800 739 867 (24/7)

The plumber stops the leak. Water already in floors, walls and ceilings can continue spreading. Prompt assessment, extraction and measured drying help you understand what is affected and what to do next.

1. Check immediate safety.

Ask whether anyone is in danger, water is near electricity, a ceiling is sagging, or sewage/floodwater is involved. Keep people and pets clear. For immediate danger or a serious emergency, call 000. Do not direct a tenant to touch a wet switchboard or enter unsafe water.

2. Stop the source through the right trade.

Arrange your plumber for a leak or blockage, and a licensed electrician for an electrical hazard. A known water-isolation valve should only be reached if the route and valve are safe and dry. Do not direct roof or ceiling access.

3. Call Reztor and identify the decision-maker.

Give the address, incident, tenant contact, access arrangements, affected lots and the person authorised to approve work. Confirm the initial scope and payment arrangements; urgency does not remove those responsibilities.

4. Document without taking risks.

Ask for safe photographs, the discovery time, affected rooms and the source if known. Keep messages, call attempts, approvals and trade attendance with the property file.

5. Keep the tenant informed.

Explain attendance arrangements and which areas to avoid. Reztor will explain equipment and monitoring requirements. We aim to be on site within an hour, where practical.

Scope: Reztor makes safe, mitigates and dries, then hands over ready for the repair stage. Source repairs, reconstruction and other building repairs stay with the relevant repairer. We do not do repairs.

Emergency safety reference: Queensland Electrical Safety Office - electrical safety during storms.

KEEP BESIDE YOUR PHONE

A phone script that gets useful details.

Use plain questions. The tenant does not need to diagnose the damage.

"Are you somewhere safe and dry? Is anyone in immediate danger? Do not enter water near electrical equipment or stand under a sagging ceiling. Tell me the property address and what you can see from a safe place."

People and location	Address, unit/lot, building/level, tenant name, callback number, other affected lots, safe place to wait.
What happened	When discovered; water still entering; suspected source; source trade contacted; visible affected rooms/materials. Do not assume the water is clean.
Immediate risks	Water near electricity; sagging ceiling; sewage/floodwater; access restrictions; occupants who need help moving safely.
Access and authority	Who has keys; who can approve work; approved initial scope/limit; owner/strata contact; insurer instructions if available.
Records	Safe photos, time of calls/attempts, directions given, authorisation and attendance arrangements.

What Reztor does next

We answer 24/7, discuss safety and notify the nominated manager. We work alongside your plumber, assess and measure affected materials, carry out agreed extraction/drying, and monitor until the readings show the drying goal is met. Photos, moisture readings and a report support the handover to your chosen repairer.

Brief the tenant on day one

Explain equipment operation, access/monitoring visits, areas to avoid and who to call about a fault. Do not tell a tenant to alter cables, move drying equipment or switch it off without instructions. If a new immediate hazard arises, keep clear and contact the appropriate emergency or licensed trade service.

Call 1800 739 867 or **send details & photos**. Share only information needed to assess and arrange the response.

EIGHT TRAPS TO AVOID

Get moisture readings, not assumptions.

Surface water removal is only part of a water-damage response.

1. Booking only a carpet cleaner

Surface extraction may leave underlay, walls and cabinets wet. **Action:** ask for moisture assessment and a measured drying plan.

2. "It will dry out on its own"

Plasterboard, timber and underlay can dry slowly, especially in humid conditions. **Action:** arrange assessment and begin appropriate drying promptly.

3. The ceiling that "looks fine"

A fading stain does not prove the cavity is dry. **Action:** keep clear of unstable ceilings and have affected materials assessed.

4. Waiting for office hours or a claim decision

Uncontrolled water can spread while people wait. **Action:** make safe, document and clarify emergency authority/initial scope.

5. Treating all water the same

Sewage and floodwater may be contaminated. **Action:** keep tenants away and arrange an appropriate specialist response.

6. Switching off drying equipment

Interruptions can delay the agreed drying process. **Action:** give the tenant clear operating and fault-reporting instructions.

7. No photos or readings

Without records it is harder to explain conditions, work and progress. **Action:** keep visit photos, moisture information and approvals.

8. Whoever answers at 2am

Some operators charge well above standard rates in an emergency. **Action:** put a vetted restorer on the lease and confirm scope/rates before work.

RESIDENTIAL TENANCIES

Emergency repairs: check the state process.

A restoration contact supports your emergency plan. It does not give a tenant unlimited spending authority or guarantee insurance cover.

Queensland

The current Form 18a includes nominated repairers in item 18. Clause 31 permits the repairer to be stated in the agreement or a notice to the tenant; the notice must identify the repairer, telephone number and type of repairs. Where the statutory emergency-repair conditions apply, tenants can arrange suitable repairs up to four weeks' rent. Keep invoices and follow the RTA process; the limit is not a standing authority for every restoration job.

New South Wales

The standard agreement has "Nominated tradespeople for urgent repairs", including an "Other repairs" line. A tenant should contact the landlord/agent first. If the urgent-repair conditions are met, reimbursement of reasonable costs up to $1,000 may apply. The agreement includes notice/contact, reasonable opportunity, appropriate tradesperson and record conditions. Naming a restorer does not remove those conditions.

Victoria

Provide the renter with the out-of-hours urgent-repairs contact and the agent's written authority information. Form 1 is the prescribed residential agreement for relevant short-term/periodic tenancies. If the urgent-repair conditions apply and the provider/agent cannot be reached or does not respond, a renter may arrange reasonable urgent repairs up to $2,500; reimbursement requirements apply. Put the contact alongside clear agency approval instructions.

Strata and commercial: confirm the owner/owners corporation or body corporate decision-maker, property boundaries, access rules and procurement authority. Residential-tenant spending rules do not automatically apply to a strata contract or commercial lease.

General information, not legal advice. Check current forms, legislation, lease terms and your management authority. This guide does not decide whether a particular drying or mitigation cost meets the legal definition of an emergency/urgent repair.

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

QLD repairs - https://www.rta.qld.gov.au/forms-resources/factsheets/rental-premises-use-condition-and-repairs-fact-sheet

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

NSW repairs - https://www.nsw.gov.au/housing-and-construction/renting-a-place-to-live/getting-repairs-done

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

VIC repairs - https://www.consumer.vic.gov.au/licensing-and-registration/estate-agents/running-your-business/property-management/self-assessment-checklist-property-management-businesses

STORM READINESS

Prepare before the next weather warning.

Make the emergency pathway easy to find, then keep the incident record together.

Before a storm	Check emergency contacts, nominated trades, authority limits and tenant instructions. Arrange appropriate maintenance for known leaks/drainage issues through qualified trades.
Tenant communication	Send the emergency card, confirm callback details and explain how to report water entry. Identify occupants who may need help leaving an unsafe area.
Building / strata	Confirm access contacts, affected-lot reporting and who can approve common-property work. Make sure the building list and tenant instructions agree.
During the event	Follow official warnings. No roof access, floodwater entry or wet electrical controls. Call 000 for immediate danger or a serious emergency.
After water entry	Coordinate the source trade and restoration assessment. Take safe photographs, identify the decision-maker and record the initial scope and payment arrangements.
During drying	Keep access for monitoring visits. Share equipment instructions and fault contacts. Record progress and any changes to scope/authority.

The handover file

Keep the incident timeline, initial and progress photos, assessed areas, moisture readings, drying goal and completion evidence, equipment records, approvals, reports, invoices and outstanding source/repair work. Share the relevant records with the owner, manager and insurer, subject to the agreed authority and privacy requirements.

The next step is the repair stage. A dry, documented handover helps your chosen repairer understand what comes next. Reztor does not carry out building repairs. Your insurer determines policy coverage and claim outcomes.

Safety reference: Queensland Electrical Safety Office. Do not use water-damaged electrical equipment until an appropriately qualified person has cleared it.

ONE LINE. A CLEARER RESPONSE.

Put the contact where tenants will look.

Use the companion lease-wording sheet and one-page tenant card.

Residential wording:
Water damage / flood: Reztor Restoration, 1800 739 867 (24/7)

Strata / commercial wording:
Water damage, flood or sewage: Reztor Restoration, 1800 739 867 (24/7)

Before you send the tenant notice

1. Confirm the appointment.

Get the owner/agency or building approval needed to nominate the contact. Agree scope, rates, response coverage and authority arrangements.

2. Fill in the local contacts.

Add your agency after-hours number, plumber and electrician. The water-damage contact supplements these contacts.

3. Deliver the update appropriately.

For existing QLD agreements, use a written notice that includes the repairer, telephone number and work type. In every state, follow your agreement's notice/service process and keep a copy.

4. Keep the information current.

Update leases, tenant handbooks and building emergency lists when contacts or authority arrangements change.

Talk to Reztor

Agency rates or a supplier pack: Graham Tulloch, Director.
Call 1800 739 867 | **Send details & photos**
graham@reztorrestoration.com.au

Reztor Australia Pty Ltd - ABN 54 645 301 088
9/35 Learoyd Road, Acacia Ridge QLD 4110
Water, storm and sewage damage. We aim to be on site within an hour, where practical.

Prepared 29 October 2026. General information, not legal advice. No assurance of an arrival time, reimbursement, claim approval or coverage is created by this guide. State rules and individual circumstances must be checked.