KEEP WITH YOUR LEASE

Water in your home? Start with safety.

For leaks, stormwater, flooding or sewage. Follow your lease's emergency-contact process and keep this card where it is easy to find.

Immediate danger to life or a serious emergency? Call 000.
Keep clear of water near electricity, damaged wiring, wet switchboards and sagging ceilings. Do not touch electrical switches/equipment or enter unsafe water.

1. Move people and pets away.

Keep out of affected rooms if there is any electrical, structural or contamination risk. Keep away from sewage and floodwater; do not attempt to clean it yourself.

2. Notify your property manager.

Use the contacts below and the emergency process in your lease. A plumber fixes the source of a leak; an electrician deals with electrical hazards. If safe to reach from a dry area, a known water-isolation valve may stop a leak; otherwise wait for the plumber.

3. Call for water-damage help.

Reztor Restoration - 1800 739 867 (24/7)
We aim to be on site within an hour, where practical. Reztor makes safe, mitigates and dries, then hands over ready for the repair stage. We do not do repairs.

4. Keep a safe record.

From a safe, dry position, photograph the affected area and note when you noticed the water. Do not use a household vacuum, lift wet flooring or open a ceiling. Leave drying equipment as instructed; report faults rather than attempting repairs.

Your property contacts - fill in before giving to the tenant

Property address	_____
Property manager / agency	_____
Manager after-hours contact	_____
Emergency plumber	_____
Emergency electrician	_____

Important: this card adds a restoration contact; it does not grant unlimited authority to order work, replace your lease, or guarantee reimbursement or insurance cover. Ask your manager about the approved emergency process.

Safety guidance: Queensland Electrical Safety Office. General information; not legal advice. Prepared 29 October 2026.