

**If there is an emergency at your home, contact the appropriate emergency services. Then, if safe to do so, contact us.**

## **Emergencies:**

<b>Fire Brigade, Ambulance, Police</b>	<b>... 000</b>
<b>Energex (Electricity)</b>	<b>... 13 19 62</b>
<b>Origin (Gas)</b>	<b>... 1800 808 526</b>
<b>State Emergency Service</b>	<b>... 132 500</b>
<b>Gold Coast City Council</b>	<b>... 1800 637 000</b>

**The following table outlines what kinds of problems you could have and how fast we will respond to them. If you have caused the damage, please still contact us; you are required to by law.**

<b>Class</b>	<b>Example</b>	<b>Response time</b>	<b>Contact (In order)</b>
Emergency	Gas leak, Bare electrical wire, building damage, burst water pipe, fire or impact damage, imminent building collapse.	1 hour	Emergency Services Utility Provider GCHC (by phone)
Urgent	Broken Toilet; roof leak; flooding damage; storm damage; breakdown of essential service or appliance; unsafe or insecure fault.	24 hours	SES (if needed) GCHC (by phone)
Non-urgent	Broken Windows; broken lights; broken air conditioning or fans.	3 days	GCHC
Routine	Minor damage; broken internal door handles; stained carpet.	14 days	GCHC