

24/7 Emergency Property Maintenance Assistance Incident Report 16 May 2014 - 38 Bay Sample Street Port Melbourne VIC 3207

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- ✓ We conduct onsite audits including photos, not desktop audits
- ✓ ISO 9001 Accredited Systems & Procedures
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- ✓ Member - MBAV Platinum Master Builder (5630)
- ✓ Member - Strata Community Australia
- ✓ Member - Australian Institute of Project Management
- ✓ Member - The Real Estate Institute of Australia

24/7 Incident Attendance Report

Roscon 24/7 Eminency Property Maintenance Assistance (EPMA) Service Agreement (Form 52)

Management Details

Managers name	John Smith	Telephone business	(03) 8600 0000
Company	Samplecorp Pty Ltd	Mobile	0430 000 000
Address	PO Box 16 Sample Street West	Email	
Insurance Company name	TBA	Post code	8000

Property Information

Building name	Tower	Plan of Subdivision No	TBA
Address	38 Bay Sample Street Port Melbourne VIC 3207	Suburb	Port Melbourne
City	Melbourne	State	Vic
Incident call initiated by	John	Mobile or other	0407 008 008
Date of call	16 May 2014	Time of call	9:14pm

Incident & attendance details

Roscon received a call from John at 9:14pm, indicating the grease trap had overflowed and grease had spread over three car park levels and was beginning to make its way down the lift shaft. John requested Roscon contact Albert the building manager onsite on 0490 009 200 and attend ASAP. John indicated the Job Request had been approved.

Action Taken

- Following the phone call above, Sahil contacted Albert onsite as requested by John, 9:19pm. Sahil advised John he would pick up equipment from the Roscon warehouse and be onsite by 10:45pm. Albert also indicated the Bendigo Bank and another commercial tenancy didn't have power. Sahil organised the appropriate trades while driving to the warehouse/site.
- Daniel indicated the affected blocked pipe had been cleared by a plumber (organised by the building manager Albert). This pipe which was blocked caused the sewage to back flow into the grease trap and subsequently overflow the grease trap.
- Upon arriving onsite, three levels of the car park, fire diesel pump room, and the lift area/shaft were full of black water (sewage/grease).
- After the black water extraction commenced and the area was blocked off. Roscon also commenced trouble shooting the commercial tenancies power outage. Albert provided access into the main electrical distribution rooms, all circuits were tested and one was tripped which was reset and power returned to the commercial tenancies. Power returned to Bendigo Bank, which was scheduled to open at 9am. Power returned to Nitro Lab, which was closing at the time, as it couldn't operate without power.
- Roscon also extracted the black water (sewage/grease) from the lift shaft using a specially designed hose to minimize any damage.
- After the black water extraction was completed all three levels of the car park, fire diesel pump room, and the lift area were fully sanitized as per health regulations, as it was covered with black water (sewage/grease).

Charges applicable

Tick where applicable (tick appropriate box's)	Other information
1 <input checked="" type="checkbox"/> Service call/s	
2 <input checked="" type="checkbox"/> Multi trades	
3 <input type="checkbox"/> Other	

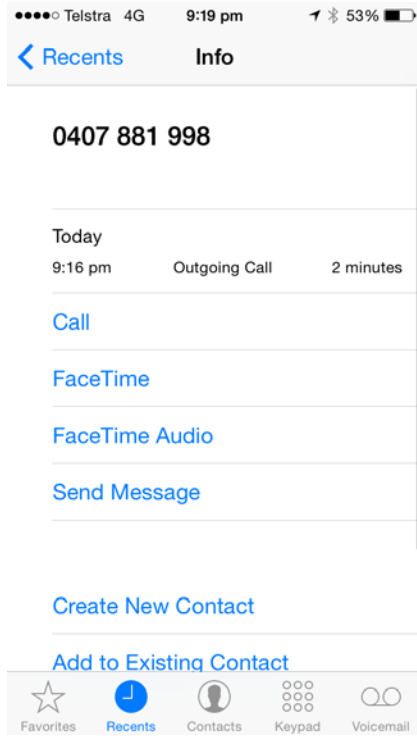
Follow up works required

Tick where applicable (tick appropriate box's)	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
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Nature of follow up works required (Provide full details)

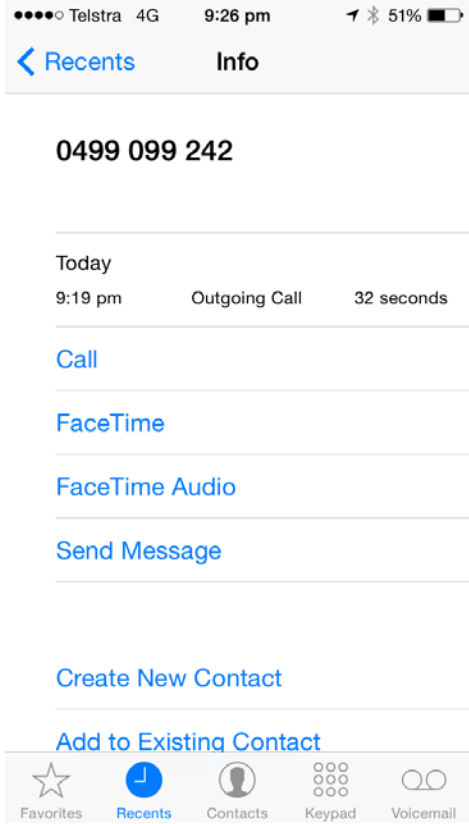
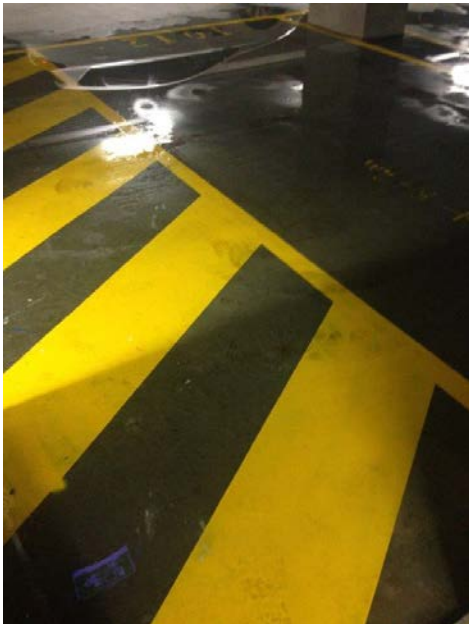


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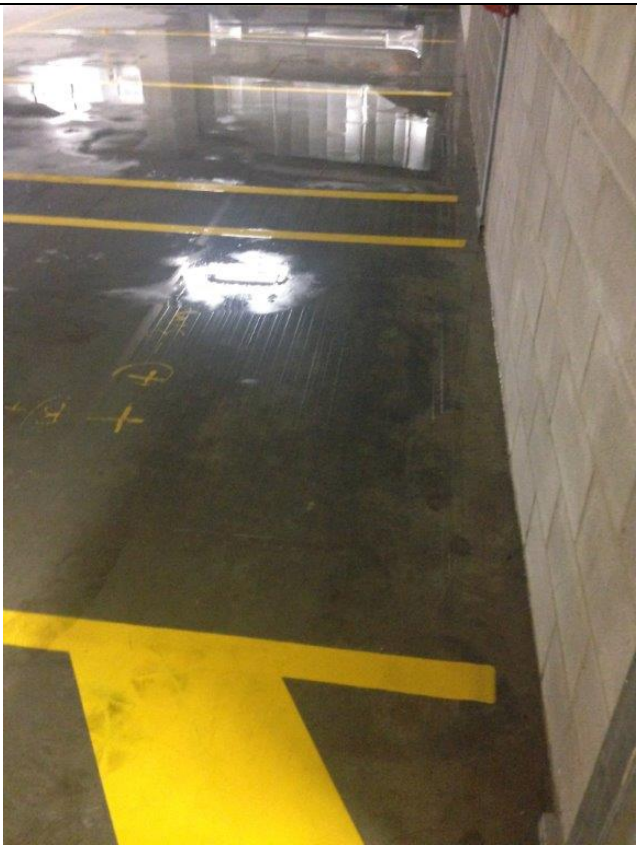


Sahil call to John, 9:16pm, two minutes after receiving the emergency call.



3		<p>Following the phone call above, Sahil contacted Albert onsite as requested by John, 9:19pm. Sahil advised Albert he would pick up equipment from the Roscon warehouse and be onsite by 10:45pm. Albert also indicated the Bendigo Bank and another commercial tenancy didn't have power. Sahil organised the appropriate trades while driving to the warehouse/site.</p>
4		<p>Upon arriving onsite, three levels of the car park were full of black water (sewage/grease).</p>

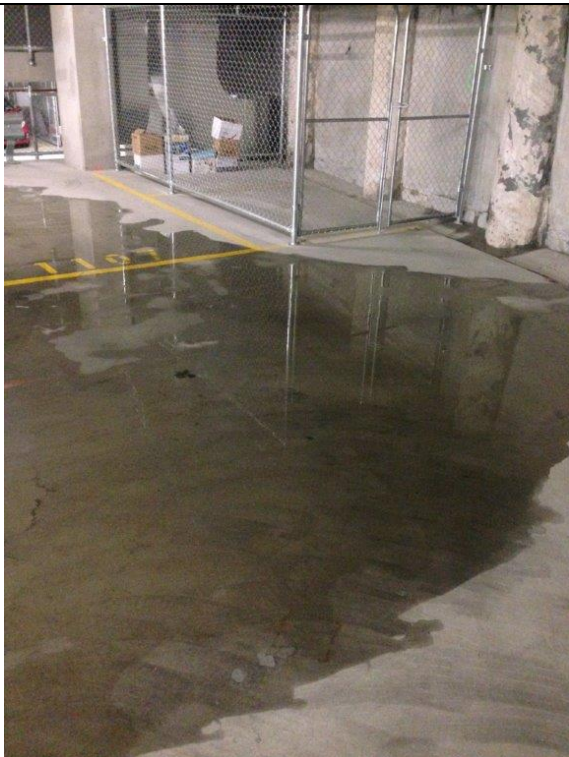



5		<p>Upon arriving onsite, three levels of the car park were full of black water (sewage/grease).</p>
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10		<p>Upon arriving onsite, three levels of the car park were full of black water (sewage/grease).</p>



12		<p>Upon arriving onsite, the fire diesel pump room was full of black water (sewage/grease).</p>
13		<p>Upon arriving onsite, three levels of the car park were full of black water (sewage/grease).</p>
14		<p>Upon arriving onsite, three levels of the car park were full of black water (sewage/grease). This grease trap was full of sewage back flow.</p>



15		<p>This is the pipe which was blocked and caused the sewage to back flow into the grease trap and subsequently overflow the grease trap.</p>
16		<p>After the black water extraction commenced and the area was blocked off. Roscon also commenced trouble shooting the commercial tenancies power outage. Albert provided access into the main electrical distribution rooms, all circuits were tested and one was tripped which was reset and power returned to the commercial tenancies.</p>



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After the black water extraction commenced and the area was blocked off. Roscon also commenced trouble shooting the commercial tenancies power outage. John provided access into the main electrical distribution rooms, all circuits were tested and one was tripped which was reset and power returned to the commercial tenancies.






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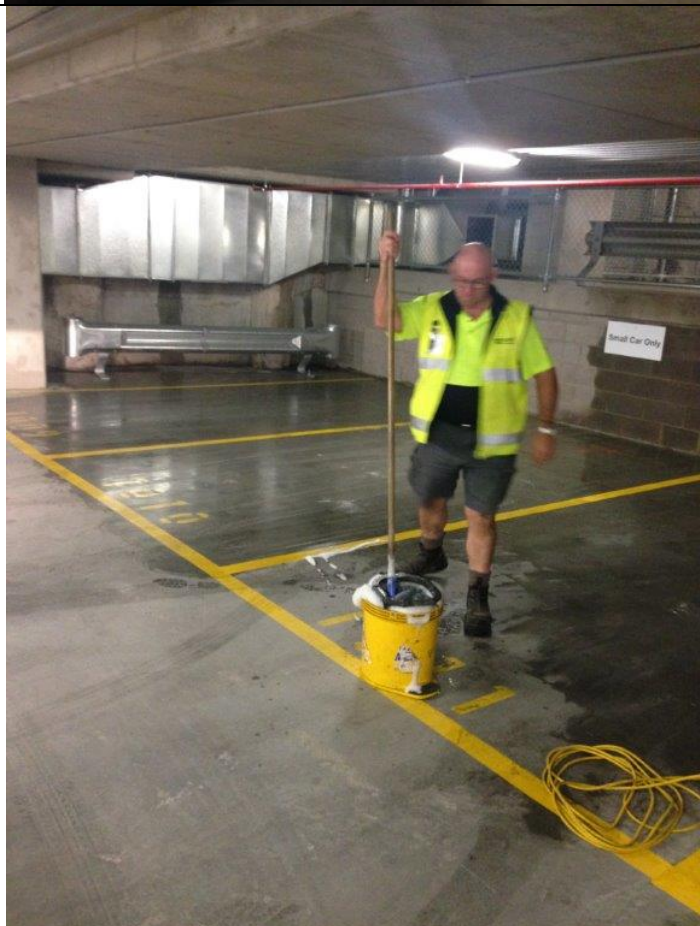


22		<p>Power returned to Bendigo Bank, which was scheduled to open at 9am.</p>
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24		<p>Power returned to Nitro Lab, which was closing at the time, as it couldn't operate without power.</p>



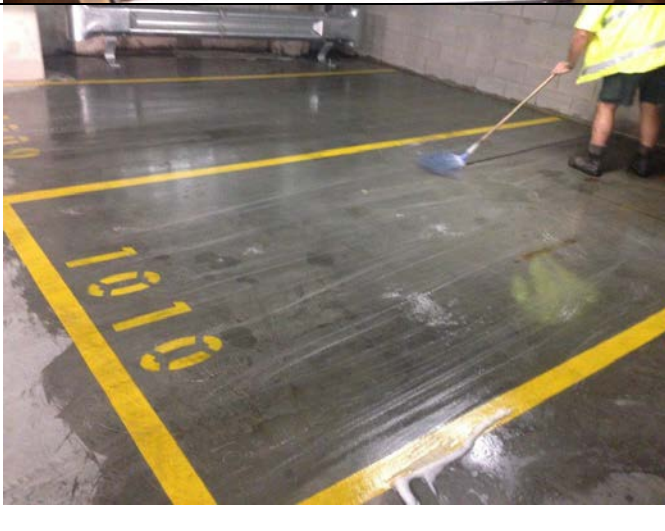


25		Power returned to Nitro Lab, which was closing at the time, as it couldn't operate without power.
26		Power returned to Bendigo Bank, which was scheduled to open at 9am.
27		Extraction of the black water (sewage/grease) commenced and the area was blocked off.





28		<p>Extraction of the black water (sewage/grease) commenced and the area was blocked off.</p>
29		<p>After the black water extraction was completed all three levels of the car park, fire diesel pump room, and the lift area were fully sanitized as per health regulations, as it was covered with black water (sewage/grease).</p>



30		<p>Roscon also extracted the black water (sewage/grease) from the lift shaft using a specially designed hose to minimize any damage.</p>
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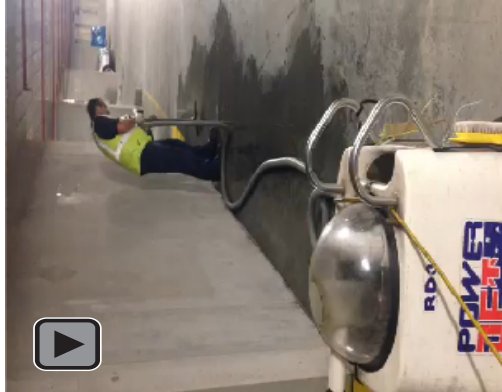


33		<p>Extraction of the black water (sewage/grease) commenced and the area was blocked off.</p>
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34		<p>After the black water extraction was completed all three levels of the car park, fire diesel pump room, and the lift area were fully sanitized as per health regulations, as it was covered with black water (sewage/grease).</p>
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Video of the black water extraction in progress.

Your Sincerely

Sahil Bhasin | National General Manager | Roscon Group of Companies

BBus (Mgt), MBA, MMM, AFAMI - CPM, MAIPM - CPPM, RegPM, Dip Proj Mgt, Dip Building & Construction, Dip OH&S

