



Understanding After-Hours Support

We hope you are settling comfortably into your new home. During the first three months after handover, your home is covered by a statutory maintenance period. During this time, our team is here to assist with any matters that may arise. To ensure urgent issues receive immediate attention, we provide an after-hours emergency callout service for situations that present a risk to safety, security, or significant property damage.

What Is Considered an Emergency?

An after-hours emergency is an issue that poses an immediate risk to health, safety, security, or the home itself, and cannot reasonably wait until the next business day without causing further damage.

Situations That Do Require Emergency Assistance

Safety Risks

- Electrical faults causing sparking, burning smells, or risk of fire
- Smoke alarms not functioning where no other working unit exists in the home
- Gas leaks (smell of gas or hissing near gas lines or appliances)

Loss of Essential Services

- Total loss of power (not caused by the electricity provider)
- Total loss of water supply to the home (not due to external supply issues)
- Sewage blockages causing sewage to back up into the home

Active Water Ingress or Flooding

- Burst pipes causing active flooding
- Severe roof leaks leading to significant internal water damage
- Hot water system failures only where the unit is leaking heavily and poses a safety or damage risk

Security Issues

- External doors or windows that cannot be secured due to sudden failure or break-in
- Garage door failure that prevents the home from being secured

Situations That Are Not Considered Emergencies

The following items can safely be reported during business hours and will be attended to promptly by our team:

- Minor leaks or slow drips that can be contained or isolated
- Hot water systems not producing hot water (without leaking)
- Localised power issues affecting a single outlet or appliance
- Appliance issues such as dishwasher, oven, or air-conditioning faults
- Wall cracks, sticking doors, or normal settlement movement
- Cosmetic items such as paint touch-ups, loose handles, or hardware adjustments
- Minor plumbing concerns such as slow drainage or a running toilet
- Pest concerns (unless posing an immediate health risk)

A Simple Guide

If the issue affects safety, security, or could cause significant damage to your home, please contact our after-hours team. If the issue is inconvenient but safe to wait, it can be logged for attention during normal business hours.

Contacting Our Team

Emergency After-Hours Assistance
(08) 8354 7800

Non-Urgent Aftercare Requests

Please email: aftercare@rivergumhomes.com.au

Please Note: If damage occurs due to accidental homeowner actions, repairs should be arranged through your insurer or a suitable licensed trade.