



Community After Hours

Benefit from round-the-clock access to experienced staff

What is Community After Hours?

Emergencies can happen at any time of day. That's why our staff are fully trained to manage any maintenance calls relating to common property 24/7, whenever you are need of assistance. Our team will determine whether the issue is on common property or a lot owner responsibility, and will either offer a temporary solution or arrange a registered and fully insured contractor to assist.

Features and benefits

- Round-the-clock access to experienced staff. With Community After Hours operating from 5pm to 8.30am, Monday to Friday, and 24 hours a day on weekends and public holidays
- Saving money, as well as identifying if works are already being undertaken or recurring maintenance issues. Staff can advise on measures to rectify issues until standard working hours.
- Convenient and easy access to more than 2,500 certified contractors on our database
- Improved tracking of work orders and invoicing.

How it works

Our experienced Community After Hours emergency staff determine whether the issue is on common property or lot owner property, assess how critical the problem is, and either offer a temporary solution or arrange (where available) a Community Select registered, fully insured contractor to attend the property. The contractors will attend the site, rectify and/or make safe the issue and will liaise with your strata manager if further work is required.

What are the charges?

- It is free to call as part of our comprehensive strata management services and is available to all lot owners
- Contractor fees for common property issues are additional and will be billed independently
- At no extra cost, Community After Hours can also help to resolve maintenance issues for lot owners at their expense.

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Community
AFTER HOURS

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PROPERTY & FINANCIAL SERVICES