

TROUBLE SHOOTING GUIDE

Before emailing your Maintenance Request to your property manager or possibly phoning an after hours emergency trade we would encourage you to refer some of our handy trouble shooting tips for items that may be a simple and quick fix.

PLUMBING LEAKS

The most common problem in properties is water leaking from wet areas eg. bathrooms, laundries, kitchens, into adjoining rooms. A regular check for water leaks is advisable. If the carpet/floor is wet, sponge and dry area thoroughly and check again after use. Advise our Agency if there is a problem.

If the problem is a 'serious' water leak, this is classified as an emergency repair under the Legislation and the Agency must be notified immediately.

If the concern is with water usage, and you feel there could be a possible water leak that has not yet been identified, we would encourage you to take a note of the water meter before you go to bed at night, and again in the morning. Should the meter change significantly than a plumber will need to attend to detect the leak.

LEAKING FROM TOILET

Regular mopping and turning off the tap between uses is adequate until the tradesperson arrives during business hours. Please send this maintenance request to your property manager in writing.

However, should the toilet be overflowing with no way to stop the water from causing possible damage to the property we would ask to please phone the agency straight away or the emergency plumber if it is after hours.

SHOWER / BATH / BASIN WATER DRAINAGE

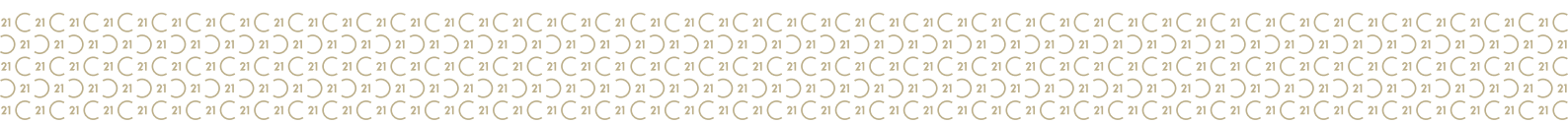
Clean water outlet of hair and soap build up which can block water drainage. Please note, that tenants will be responsible for the callout should the plumber identify the tenant's hair and other items to have caused the blockage.

KITCHEN SINK WATER DRAINAGE

We recommend pouring a litre or two of boiling water down the sink to hopefully shift any build up of cooking oils and food which can block water drainage. Please note, that tenants will be responsible for the callout should the plumber identify the tenant's food and cooking oils to have caused the blockage.

WATER ERUPTION

Water bubbling out of the ground could be a serious problem and could lead to further complications. Phone our Agency immediately as this is an 'emergency' matter.



CLOTHES DRYER

Check...

- Clean filter before every use of the dryer
- Is power on and cord in correctly
- Dryer is not overloaded
- Is air temperature hot when running?

This appliance is not an emergency item. Please email your property manager to report this maintenance.

FAULTY SWITCHES OR FANS

Do not attempt to fix it yourself. Do not use switches. Contact our Agency as soon as possible.

WASHING MACHINE

Check...

- That the power is connected and cord in correctly
- That the water taps are turned on
- The load of clothes is not off balance or too high
- Lid is connecting with on/off switch when closing
- Hoses are securely attached
- If leaking, check hoses for splits

When all else fails, phone us during opening hours. If late Sunday night and out of clean clothes, we would encourage you to locate your nearest Laundromat and phone the Agency Monday. This appliance is not an emergency item.

HOT PLATES

Check if power is connected or check power box for tripped switch or blown fuse. Contact us to arrange a service.

HOT WATER SYSTEMS

If your hot water is not hot or does not seem to last as long as it should, your hot water system may need topping up. Locate the filler valve on the side of the hot water system & lift the floppy lever until water flows from the overflow. Repeat this process every few months. Otherwise, check:

- Is the power switched on
- Has the power box tripped the switch or blown a fuse;
- Or has your shower routine changed or increased (tank capacity &/or tariff rates will affect this).

Remember in winter, efficiency of the tank is less than in summer and the water will cool quicker.

If you have a Gas Instantaneous Hot Water System and you have no hot water, please ensure the pilot light is lit. If not, follow the instructions on the box.

Note: Please follow the above procedure before requesting maintenance. If this does not rectify the problem, please email your property manager. Remember a leaking hot water tap will cause poor supply of hot water and high electricity accounts.

LIGHTS

Check power or fuse box. Ensure the power is on and the switch has not tripped. If problem not remedied contact your Property Manager.



AIR CONDITIONER

Check power and fuse box. Please ensure the filter is clean. We would encourage you to check these every 6 months or more often again when using regularly.

POOL PROBLEMS

- Water level is a priority and must be kept at a level to allow water to flow through the skimmer boxes at all times. Failure to do this could result in enormous expenditure to you.
- No metal objects are to be allowed in the pool as it could cause corrosion marks
- No animals allowed in the pool as this creates a huge chemical imbalance.
- Ensure regular water testing for correct PH level to prevent mould/fungus forming in the pool. Your local pool shop will generally test your water samples free of charge.
- Vacuum at least once a week to keep pool clear of debris.
- Regular checks of the pump to ensure the motor is working correctly and efficiently (making funny noises could be a forerunner to a problem). Leaking or pooling water at the pump could mean a cracked casing and will need attention.
- Even if a pool is maintained for you, it is your responsibility to alert your property manager if there are any problems.

POWER

If your neighbours have also lost power contact your Electricity Supplier. Otherwise check if you have a Safety Switch, which may have tripped. If so, reset the switch. If it trips again unplug all appliances from power points. Reset Safety Switch and plug in appliances one at a time until faulty appliance is located. If you have a fuse box check this for a blown fuse.

Note: If this does not rectify the problem please notify contact your property manager. Tenants will be required to pay for callouts where a faulty appliance belonging to them has is identified to have caused the problem.

GAS LEAK & GAS SAFETY

If you smell gas at the premises:

- Always treat any gas leak as a potential lethal risk.
- Exit the building immediately, call 000 and ask for the Fire Service.
- If safe to do so, turn off the gas at the gas meter or cylinder, turn off all appliances (including electrical) & pilot lights, open all doors & windows for ventilation and extinguish all naked flames.
- Ensure cigarettes are not lit.
- Contact a licensed gasfitter.
- Contact your gas supplier – their number can be found on your gas bill.
- Report the situation to the Managing Agent.
- Refer to the Gas Safety Fact Sheet provided at the start of your Tenancy.

EMERGENCY MAINTENANCE

Emergency maintenance must be reported immediately. All emergencies must be phoned through to the Agency as soon as possible and then formalised in writing.

GENERAL REPAIRS

All general maintenance must be put in writing, either by email or the tenant portal.