



TROUBLE SHOOTING GUIDE

BATH/SHOWER LEAKS

The most common problem in properties is 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. Please advise our Agency if there is a problem.

FAULTY SWITCHES OR FANS

Please do not attempt to fix it yourself. Do not use switches. Please contact our office as soon as possible.

HOT PLATES

Check if power is connected or check power box for tripped switch or blown fuse. Please contact us to arrange for professional help.

HOT WATER SYSTEMS

If your supply of 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 and lift the floppy lever until water flows from the copper overflow pipe. 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 and/or tariff rates will affect this). Remember in winter, efficiency of the tank is less than in summer and the water will cool quicker. NOTE: Please follow the above procedure before requesting maintenance. If this does not rectify the problem please complete a Maintenance Request Form. Remember a leaking hot water tap will cause poor supply of hot water and high electricity accounts.

LEAKING FROM TOILET

Please complete a Maintenance Request Form and submit to our office.

Regular mopping and turning off the tap between uses is adequate until the tradesperson arrives.

WATER LEAKS

Water bubbling out of the ground or an area that is very moist may be a serious problem and could lead to further complications. Please phone our office immediately. This is regarded as emergency maintenance.

LIGHTS

Lights do not work. Check power or fuse box. Ensure the power is on and the switch has not tripped. If problem not remedied contact our office.

POWER

If your neighbours have also lost power contact ERGON ENERGY on 13 22 96. Otherwise check if your safety switch as this may have tripped. If the safety switch has tripped, reset the switch. If it trips again unplug all appliances from power points. Reset Safety Switch and plug in your appliances one at a time until faulty appliance is located.

Note: If this does not rectify the problem please notify our office. Tenants will be required to pay for callouts where a faulty appliance belonging to them is found to be the cause of the problem.

INSINKERATOR

If your food disposal unit fails to work, you may need to push the reset button. This button is located under the unit and is usually coloured red. Do not attempt to disassemble the unit. If this does not rectify the problem please complete a Maintenance Request Form and sent to our office. Tenants will be required to pay for call outs to repair food disposal units that are found to be blocked due to tenant's misuse or abuse.

CLOTHES DRYER – applicable if the property you are renting is fully furnished

Check.....

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

This appliance is not essential, please complete a Maintenance Request Form and send to our office to report a failure.

WASHING MACHINE – applicable if the property you are renting is fully furnished

Check.....

- That the power is connected
- 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

This appliance is not essential, please complete a Maintenance Request Form and send to our office to report a failure.

EMERGENCY MAINTENANCE

Emergency Maintenance must be reported immediately. All emergencies must be phoned through to the office as soon as possible, and then formalised in writing on a Maintenance Request Form.

GENERAL REPAIRS & MAINTENANCE

All general maintenance, must be put in writing using the Maintenance Request Form that are available either from our website, or from our office.