

MAINTENANCE TROUBLE SHOOTING GUIDE



Below are some of the commonly encountered tenant problems. Below are a list of tips and solutions for you to use before arranging a tradesperson:

IS IT AN EMERGENCY?

An emergency repair is:

- a burst water service or a serious water service leak;
- a blocked or broken lavatory service;
- a serious roof leak;
- a gas leak;
- a dangerous electrical fault;
- flooding or serious flood damage;
- serious storm, fire or impact damage;
- a failure or breakdown of the gas, electricity or water supply to the property;
- a failure or breakdown of an essential service or hot water, cooking or heating appliance;
- a fault or damage that makes the property unsafe or insecure;
- a fault or damage likely to injure a person, damage property or unduly inconvenience a resident of the property;
- a serious fault in a staircase, lift or other common area or premises that unduly inconveniences a resident in gaining access to, or using, the property.

If it is an EMERGENCY, please contact the following people:

Plumbing / Gas	Robbie Plumbing (0403 061 824)
Electrical	73 Electrical (0408 753 028)
Locksmith	All Strong Locksmiths (1800 550 750) or Top Lock (1300 553 945)
Glazier	True Blue (1800 672 522)

All other repairs are routine repairs. So please see below the list of tips and solutions for you to use before submitting a formal maintenance request.

PROBLEM: NO POWER

CHECK

- Perhaps the safety switch has been activated, reset the safety switch in the fuse/meter box.
- Perhaps one of your appliances is faulty (for example, your fridge).
 - Note - if you call out an electrician and your appliance is at fault, you will be invoiced for the call-out
- Turn off the power points and unplug all the appliances in the house.
- Reset the safety switch in the fuse/meter box.
- Plug in the fridge (or other appliance) and turn on the power point.
- If the safety switch clicks off again, you know the problem is the appliance, which needs repair.
- If not, test another appliance in the same manner.
- If not see below

Perhaps your street is suffering a temporary interruption or fault:

- Contact your electricity company.
- If you live in a townhouse or apartment, there may be an interruption or fault that affects the complex. Check with a neighbour to ascertain this. If the problem is complex-wide, contact the Body Corporate manager.

PROBLEM: LIGHTS AND POWERPOINT NOT WORKING

CHECK

- Has the safety switch has been activated?
- Reset the safety switch in the fuse/meter box.
- You may have a blown light bulb.
- Replace the light bulb and try the light again.
- You may have a faulty appliance.
- Try plugging the appliance into a different power socket. If it still does not work, the appliance may be broken.

PROBLEM: BLOCKED SINK AND SHOWER

CHECK

Report a major blockage to your property manager. However, if your sink or shower takes a long time to drain:

- Try using Draino or similar product to free the blockage.
- Clear hairs and old soap from the waste pipe and U bend by putting a bucket under the pipe, unscrewing it and removing the debris. Re-attach the pipe and pour boiling water down the drain.
- Remove old food from the kitchen outlet and pour boiling water down the drain.
- Never put fat and oil into a drain as these clog up the pipes.

PROBLEM: NO HOT WATER

CHECK

- Did you remember to arrange your Gas/Electricity supply company when you moved?
- Perhaps the tap to fill the system has been turned off?
- Check to see if the hot water system is leaking.
- Ensure that the tap is turned on fully.

If you have an electric system:

- Ensure that the safety switch in the fuse/meter box is engaged.
- Does the hot water system need refilling or topping up?
 - (Avoid this by checking the overflow pipe approximately every 6 months. Usually there is a copper valve on an electric hot water system and an overflow pipe. Pull up the lever until water begins to come out of the overflow pipe.)

If you have a gas system:

- Check the pilot light. If it has gone out, follow the user instructions to relight it.
 - (Some systems may require a tradesperson to do this but, in most cases, self-lighting is easy if instructions are followed)
- Ensure that the valve on the gas meter has been turned on.

PROBLEM: TAP WILL NOT TURN OFF

CHECK

If a tap won't turn off and water is gushing, go to the mains which is usually situated near the garden tap at the front of the house. Turn off the mains tap here and call the office or the urgent maintenance phone if outside business hours.

PROBLEM: STOVE ELEMENT NOT WORKING

CHECK

ELECTRIC STOVE

- The connections may be loose or dirty.
- Pull out the elements, clean and replace them.
- The energy supply may not yet have been connected.
- Ensure electricity has been connected to the property.

GAS STOVE

- The gas igniter may be obstructed.
- Ensure the element is correctly positioned on the stove top.
- Ensure gas has been connected to the property.

PROBLEM: WASHING MACHINE NOT WORKING

CHECK

- The machine may not be correctly connected to water and electricity.
- Ensure that the taps are turned on at the wall, that the appliance is plugged in and that the power point is switched on.
- The machine is overloaded or is out of balance.
- If the machine stops half way through a cycle, it may be overloaded. Rearrange the items evenly in the drum, and try it again.
- The machine's lid/door may not be shut fully or properly.

PROBLEM: CLOTHES DRYER NOT WORKING

CHECK

- The machine may not be connected to the power.
- Ensure the machine is plugged in and that the power point is on.
- Ensure the dryer is not overloaded.
- Is air temperature hot when running?
- Tumble driers automatically shut down when the lint filter is overloaded.
- Clean the lint filter every time you use the drier.

PROBLEM: GARAGE REMOTE NOT WORKING

CHECK

- The remote control batteries may be flat.
- Try a new set of batteries in the remote control.
- The control settings may be incorrect.
- Check the number code on the back of the remote control and ensure that they match those on the control box panel in the garage.
- Check that the lever (which is usually situated next to the control box) inside the garage is set to 'auto', as opposed to 'manual' (which allows you to open the door with a key or lift the door manually)
- The doors will not close if anything is in the way.
- Check that nothing obstructs the doors.

PROBLEM: AIR-CONDITIONING | HEATING/COOLING

CHECK

- May need to be re-set – turn off at switch and unplug – leave 5 mins plug back in should reset.
- Check batteries in remote. (in some cases, the remote may need replacing and the unit is not syncing with the remote correctly)

PROBLEM: SMOKE DETECTOR or HOUSE ALARM

CHECK

- If your smoke detector is beeping it is usually an indication the battery is low.
- Remove the cover and insert a 9volt battery. If it is still beeping this signifies that there is maybe an issue with unit.
- Please call SATS directly on 1300 41 66 67
- House Alarm is going off – contact the office or the number of the supplier usually found on the keypad or the alarm box (usually in a cupboard somewhere)

PROBLEM: IN-SINKERATOR

- If the food disposal fails to work, push the reset button. This button is located under the unit and is usually coloured red. Do not attempt to disassemble unit. Tenants will be required to pay for callouts to repair food disposal units that are blocked due to Tenant misuse or abuse.

PROBLEM: LEAKING FROM TOILET

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

PROBLEM: POOL

CHECK

- 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.
- 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 if any problems.

If you have thoroughly conducted your troubleshooting and still have issues, please lodge your maintenance request via your tenant portal in Property Me.

<https://my.propertyme.com>

Please note, we can't accept any maintenance request items unless it is lodged via this portal.

Thank you,

The Burton & Ryan Team