

After Hours &
Maintenance
Troubleshooting
Guide for Renters

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Ray White Berwick preferred trades list

Electricians Titan Integrated Electrical Aaron 0400 493 737

Plumbers Urban Tide Plumbing Brendan 0411218654

Locksmith Casey Locksmiths Shane 0416 161 332

Heating & Cooling BreezeRite Heating & AC Warren 03 8768 9661

Flooding Water Extraction Metro Carpet Cleaning Danny 0407 550 297

Emergency Services

Emergency services such as Police, Ambulance, CFA and SES may be more appropriate in some certain situations. If you are in immediate danger, please call 000 immediately.

Other services available to you are:

Police, CFA & Ambulance 000

Narre Warren Police 03 9705 3111

Pakenham Police 03 5945 2500

SES 132 500

AusNet Services 13 17 99

City of Casey 03 9705 5200

Cardinia Shire Council 1300 787 624

South East Water 131 694

Troubleshooting Maintenance Guide

What do I do if power lines come down in a storm?

If the power lines have come down, call **AusNet** first to ensure the wires are not live, AusNet can then arrange the appropriate services.

You have no power to some or all of your house

1. Have you checked your fuse box? There may have been an overload and the safety switch has been activated and needs resetting.
2. Have you confirmed with your utility Company that the connection has been successful?
3. Does the safety switch or fuses continue to flick off? Have you checked that one of your appliances is not faulty? Unplug all appliances in the house. Reset the safety switch in the meter box. Plug in the fridge and turn on the powerpoint, check the safety switch. If the safety switch clicks off then you know that there is a fault with the fridge and you need to get it repaired. Otherwise disconnect the fridge and plug in the stereo and continue checking all appliances until the faulty appliance is located. If the electrician attends to the job and finds the fault with one of your appliances, then you will be charged for the service fee.
4. Have you contacted your Electricity Company? There may be a fault in the street.
5. If you live in an apartment or townhouse check if your neighbour has power? If more than one property has no power you may need to contact the Body Corporate/Owners Corporation manager.

Your lights are not working or your power points are not working

1. Have you checked your fuse box?
2. If there has been an overload the safety switch or fuse may need resetting.
3. Have you replaced the light bulb?
4. Have you tried an alternative appliance or powerpoint, it could be a faulty appliance or one faulty power point.

You have no hot water

1. Have you arranged for the connection of your Gas or Electricity when you moved?

If you have an Electric Hot Water System

1. Have you checked to see if your hot water system needs refilling/topping up? There is normally a copper valve on electric hot water systems and an overflow pipe. You may need to pull up this lever until a flow of water starts coming out of the overflow pipe. This needs to be carried out every six months or so.
2. Have you checked the fuse in the meter box?
3. Have you checked that the water tap on the hot water system itself is turned on?

If you have a Gas Hot Water System

1. Have you checked to see if your pilot light has gone out? Some units can be easily relit. Often instructions can be found on the unit, take off the cover and refer to instructions. Alternatively, have you tried searching the internet for a user manual?
2. Have you checked that the hot water service temperature is turned up? In some gas hot water services you have the option to select between day rate and evening rate, please ensure the burner is turned up and temperature is at a reasonable level to ensure consistent hot water flow.

Your oven is not heating up or working

1. Have you got an electric oven? If yes, do the elements light up? It is likely your element has blown, therefore please advise your Property Manager in writing the brand, model, serial etc. of your oven to ensure the part is arranged promptly.
2. Have you searched online for a user manual to ensure operation is correct? Some ovens require the time to be set or the timer to be on.
3. Is there a power point somewhere in the kitchen or possibly in a kitchen cupboard which could be the oven power supply?

Your Dishwasher is not working

1. Has the filter been cleaned and is it free of any food scraps? If the dishes aren't cleaned properly then this is usually the cause.
2. If there is an error occurring often the manufacturer's website will have a troubleshooting section that can assist you to solve any issues quite easily without needing a specialised technician.
3. Please locate the power source and switch it off (there is usually a powerpoint in an adjoining cupboard). Leave off for 20 minutes and repeat this process several times as this often refreshes the settings.
4. Should the dishwasher tablet not dissolve in the allocated case, try putting the tablet into the cutlery basket.
5. If none of these tips solve the problem please report it through to your Property Manager in writing along with the make, model and other details about the machine.
6. If you have a blockage in your dishwasher and it is not draining properly and you are finding excess water sitting in the bottom of your machine, please try unblocking with a homemade solution of vinegar, baking soda and hot water. Please pour directly into the blocked drain and let it sit for a little while.

Please ensure you are avoiding potential blockages by rinsing dishes prior to placing them in the dishwasher.

You have no water

1. Have you tried turning on the main water supply tap located in the front yard?
2. Have you contacted South East Water?

You have a leaking roof

1. If it is only a small leak, please place a bucket under the water catching any dripping/leaking water –

please report immediately the following business day.

2. Please advise in detail the extent of the leak to your Property Manager – photos would be appreciated. Also noting if the carpets were soaked in the process and requires carpet dryers.

3. Is the roof leaking from an external area or could something within the roof cavity be burst/leaking such as an electric gravity fed hot water unit or air-conditioning unit?

Excessive Water Leaks or Burst pipes

Turn your main water supply off by turning the tap located in your front yard. Contact your Property Manager to advise of the leak.

Leaking Toilets

Regular mopping and turning off the tap at the back of the toilet between use is adequate until a tradesman can attend.

Your garage door remote is not working

1. Have the batteries gone flat?
2. Have you checked your fuse box? If there has been an overload the safety switch may need resetting.
3. Is the electricity connected?
4. Is the garage in 'manual' opening mode? – Located at the motor, there should be a cord hanging. By pulling the cord, it should activate or deactivate the remote mode. This is also a handy tip if there is a power outage and a car is in the garage, pull the cord to activate manual door mode, allowing you to then lift open the door. Instructions can sometimes be located on or near the garage motor.
5. Have you confirmed nothing is obstructing/overhanging the tracks (also applicable if door will not close, try cleaning tracks from debris)
6. Have you searched online for the user manual?

Your kitchen, laundry or bathroom drains are blocked

If you have a major blockage please report it to your property manager. If your sink is taking a lot time to drain away the water try one of the following:

1. Try using Draino to free the blockage?
2. Have you cleared hairs and old soap from the waste & "u" bend? Put a bucket under the pipe, Unscrew the pipe under the sink (where possible) remove the hair and old soap and re-screw the pipe back together. Pour boiling water down the drain, this should clear the blockage.
3. Have you removed old food from the kitchen waste & poured boiling water down the drain? Do not put fat and oil into the drain as these will clog up the pipes.

Dealing with Locks

1. If your key is failing to turn in the lock please try lubricating the key with either WD-40 or graphite (try lightly shading the key with a grey lead pencil!) to see if it will work temporarily.
2. If one key works on a specific lock and another key does not work on the same lock, please have the

working key cut.

3. We would also encourage a spare key to be kept with a local and trusted family or friend in event you were accidentally locked out – keeping mindful ALL property keys MUST be returned to our office when vacating the rented premises.
4. If a door happens to lock and you do not have a key, please attempt to remove the lock/handle therefore causing minimal-no damage on the door. You may be able to find a safety release for the lock, putting a safety pin into the lock or prying the lock off – the internet would be a useful tool as it would be dependent on the individual lock

Dealing with Spiders, Ants or Cockroaches

If you are experiencing problems with any spiders, ants, fleas, cockroaches or other insects try buying insect control bombs from your local supermarket. Other products such as ant sand and inspect spray are also available.

Your Heater is not working?

Ducted Heating

1. Have you checked the pilot light? Is the unit located in the roof cavity or outside? 2.
- Is the gas and electricity connected?
3. Is there a wall remote which requires batteries?
 4. Have you searched online for the user manual?
 5. Are all of the ducted heating vents open? Many closed vents can cause the system to overheat.
 6. Please ensure that the Ducted Heating Return Vent (Large rectangle or square vent, usually in wall or in a cupboard) is not blocked as this will cause the system to overheat.

Gas Space Heater or Gas Wall Furnace

1. Have you checked the pilot light?
2. Is the gas and electricity connected?
3. Is the powerpoint turned on and working?
4. Have you searched online for the user manual?
5. Is there a remote which requires batteries?

Electric Heating

1. Is the electricity connected?
2. Is there a remote which requires batteries?
3. Have you searched online for the user manual?
4. Do the filters need cleaning?
5. Is the power point turned on and working?

Split System Air Conditioners

1. Have you checked the fuse box?
2. Have you replaced the remote batteries?

3. Most air conditioner companies install a reset button to help clear them of minor mechanical problems when they occur. This dedicated button resets the unit and puts it back into a functioning mode to ensure you stay cool – if you can't find a reset button, try the below to reset.
4. Try turning the fuse off in the main fuse box for 30 seconds, then turn on again to see if this has also reset the unit.

Wall Air Conditioners

1. Have you checked the fuse box?
2. Is the powerpoint turned on?
3. Have you ensured the filters are clean?

Pool Maintenance

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.

1. No metal objects are to be allowed in the pool as it could cause corrosion marks.
2. No animals are allowed in the pool as this creates a huge chemical imbalance.
3. Ensure regular water testing for the correct PH levels to prevent mould fungus forming in the pool.
4. Vacuum regularly to keep the pool free of debris.
5. Regular checks of the pump to ensure that the motor is working correctly and efficiently (if it is making a strange noise this should be reported to your Property Manager immediately).

Leaking or pooling water at the pump could mean a cracked casing and will need attention. Even if the pool is maintained for you, it is your responsibility to alert your Property Manager as soon as you become aware of the issue.

Additional Handy Maintenance Tips for your

Appliances Washing Machine not working?

1. Are the washing machine taps and powerpoint turned on at the wall?
2. Have you checked that the lid is closing properly?
3. If the machine has stopped half way through a cycle you may have overloaded the machine or that it is out of balance, rearrange the items evenly in the bowl.

Your Dryer is not working?

1. Dryers can automatically shut down due to overload of lint in the filter. Have you checked to see if the filter needs cleaning out?