



RayWhite



Urgent Maintenance Guide For Residential Properties

Ray White Oakleigh

Ray White Clayton

Ray White Ashburton





Welcome to our Urgent Maintenance Guide!

If you are currently experiencing a Maintenance situation at a Residential Property that is deemed urgent, please follow the below steps:

Dangerous Electrical Faults:

- Locate the electricity meter , which is usually found near the front porch/ side of the home/ behind the front door inside the home or in a cupboard or bedroom
- Switch all the fuses and the safety switch to the **OFF** position
- Contact our office to report the fault during our scheduled after hours contact times that can be found on page 7 of this booklet

Gas Leaks:

- Check that all of your household gas appliances are turned **OFF**
- Locate your gas meter, which is usually found at the side of your home or in the front yard. If you live in a high rise unit, apartment or flat, your gas meter is generally located at the ground level near the front or side of the common area or in the underground car park area
- To **TURN OFF** the gas supply to your home, turn the supply valve tap to the horizontal **OFF** position (at a right angle to the pipe **OR** follow the instructions on the gas meter)
- Contact our office to report the fault during our scheduled after hours contact times that can be found on page 7 of this booklet

Burst Pipes/Water leaks:

- Locate your water meter, which is usually found in the front yard near the fence line or perimeter. If you live in a high rise unit, apartment or flat, your water meter is generally located at the ground level near the front or side of the common area or in the underground car park area
- To **TURN OFF** the water supply to your home, turn the tap on the water meter to the **OFF** position
- Contact our office to report the fault during our scheduled after hours contact times that can be found on page 7 of this booklet

House Fire:

- **Contact 000** and ask to be connected to the Fire Department
- Contact our office to report the fault during our scheduled after hours contact times that can be found on page 7 of this booklet

Burglary/ Break Ins:

- Contact **000** and ask to be connected to the Police Department. You will also require a police report detailing the events of the incident
- Contact our office to report the fault during our scheduled after hours contact times that can be found on page 7 of this booklet

Storm Damage/ Flood Damage/ Natural Disasters/ Roof Leaks/ Fallen Trees or Branches:

- Contact SES on **132 500** for urgent assistance
- Contact our office to report the fault during our scheduled after hours contact times that can be found on page 7 of this booklet
- Once SES have attended to assist, we can then organise a plumber/trade. Due to OH&S, a plumber/trade will not be able to inspect the roof until the rain has subsided and the area is dry

Blocked Sinks, Tubs, Drains & Toilets:

- In a dry sink/tub, pour 1 cup of baking soda down the blocked drain and ensure that the powder makes its way down the drain. Next, pour approximately 2 cups of boiling water in and wait several minutes. Add one more cup of baking soda in and immediately follow it with one cup of plain white vinegar
- Drano can also be used to unclog a drain fast. You can use Drano to unclog a kitchen sink, bathroom sink, shower or clogged bathtub, however it cannot be used for blocked toilets. Drano can be purchased at most Australian outlets and the instructions should be carefully adhered to at all times
- Using a Plunger, submerge the plunger (the top of the bell should be covered with water) and make sure the rubber ring is inserted directly into the drain opening. Push and pull on the handle with quick, concentrated thrusts for 20 seconds without lifting the plunger out of the drain and breaking the seal
- If the above does not work, contact our office to report the fault during our scheduled after hours contact times that can be found on page 7 of this booklet
- **Please note:** If it is found that the blockage was caused by the Renters negligence - I.E excess toilet paper, foreign objects, sanitary or wet wipes,pads or liners, hair and etc - the Renter will be liable to cover all expenses

No Electricity - To the entire home or some sections of the home:

- Check the fuses and the safety switch located in the electrical meter box
- If the safety switch has tripped, reset it
- If it trips again, turn off all the powerpoints and unplug your appliances
- Reset the safety switch again, then begin plugging in your appliances one by one to find out which one is tripping the switch. This will lead you to the faulty appliance
- If you cannot restore power after you have checked the fuses and the safety switch, check if your neighbours have power. Your local electricity provider will be able to advise you if there are any faults in your area
- You can also select **[THIS LINK](#)** for additional information
- If the above does not work, contact our office to report the fault during our scheduled after hours contact times that can be found on page 7 of this booklet
- **Please note:** If it is found that the electrical fault is caused by a Renters faulty appliance, the Renter will be liable to cover all expenses

No Water/No Gas:

- Check if your neighbours have water & a gas supply to their homes. Your local water & gas provider will be able to advise you if there are any faults or works in your area. If you are still experiencing faults to your gas & water supply, contact our office to report the fault during our scheduled after hours contact times that can be found on page 7 of this booklet

Hot Water Systems/ Ducted Heating Units:

- If you experience problems with your gas hot water system or ducted heating system, check that the pilot light has not gone out. You can find instructions for relighting the pilot light inside the door panel of the unit OR you can run a quick Google search of the brand and model number to obtain further instructions
- If you are still experiencing faults, contact our office to report the fault during our scheduled after hours contact times that can be found on page 7 of this booklet
- **Please note:** If a qualified trade is organised to relight the pilot light, this expense will be covered by the renter

Cooling Unit:

- **Split System or Wall Mounted Units** - Switch the unit **OFF** from the isolator switch (this is found outside next to the outdoor unit), wait 10 seconds and turn the switch back to the **ON** Position. This will allow the electronics within the unit to reset. If you cannot locate or reach (within arms length without having to use a ladder or another device) the isolator switch, you can switch the unit **OFF** from the powerpoint and follow the same process as above. You can also refer to your Air Conditioners Manual and read through the troubleshooting section to obtain more details. If you do not have a manual, run a quick google search of the brand and model number to obtain a copy of the Manual
- **Evaporative or Refrigerated Units** - Locate the electricity meter, which is usually found near the front porch, side of the home, behind the front door inside the home, in a cupboard or bedroom. Switch all the fuses and the safety switch to the **OFF** position. Wait 10 seconds and switch these back on. This will reset the unit. Refer to your Air Conditioners Manual and read through the troubleshooting section to obtain more details. If you do not have a manual, run a quick google search of the brand and model number to obtain a copy of the Manual
- If the above does not work, contact our office to report the fault during our scheduled after hours contact times that can be found on page 7 of this booklet

Smoke Alarms:

- A working smoke alarm provides early warning of a fire and time for the occupants to escape. A small fire can grow to engulf an entire room in 2-3 minutes. When you are asleep you lose your sense of smell, and a working smoke alarm will alert you to the presence of smoke. Never remove the battery, disconnect or detach your smoke alarm in your property
- Once a month: Test your smoke alarm battery by pressing and holding the test button until the alarm beeps three times
- Contact our office immediately if your smoke alarm is not operating correctly during our scheduled after hours contact times that can be found on page 7 of this booklet
- **Please note:** If a qualified technician attends and finds that the smoke alarm has been damaged, detached or disconnected by the renter, then this expense will be covered by the renter

External Doors - Not Secure (where a lockable security door or front gate is not present):

- Another way to lock a door without a working lock is to set up a barricade. Select a heavy object or security bar or steel door brace & position this under the door handle/lock. This will secure the door from the inside. For sliding doors you can use a strong piece of wood or bar to wedge behind the door and frame which will stop it from sliding open
- Door wedges/ Door jams can easily be used to lock a door. Close the door completely & wedge the door jam in the top corner of the door. Ensure you do this on the opposite side and not the side with the door hinges
- If the above does not assist, contact our office to report the fault during our scheduled after hours contact times that can be found on page 7 of this booklet

Locked Out Of The Property:

- If you have misplaced your keys or have locked them inside your property, outside of our business hours, we will need to organise a locksmith for you to assist. This will be at your expense.
- If the above happens during business hours, please call our office as we may have a spare set of keys which you can borrow, however these keys must be returned on the same day

Pest Infestation:

Common pests in Victoria include ants, bed bugs, cockroaches, fleas, rodents, spiders and termites

- **Ants:** Ants are considered a pest when they infest buildings and surrounds, and feed on human foodstuffs. Pest ants can be controlled with good food hygiene, sprays, dusts and baits. Surface sprays and baits may be applied to nesting sites, travel routes such as cracks in paths, walls, skirting boards and door frames, and areas where ants gain access to the building such as window sills, door jambs, wall voids, cupboards, cracks and crevices. You can purchase these products at any Bunnings, Woolworths or Coles stores throughout Victoria
- **Bedbugs:** Bedbugs are a relatively common pest across Australia. It is important to maintain an appropriate cleaning regime such as regular vacuuming behind beds, washing of sheets, quilt and doonas and rotating/cleaning of mattresses
- **Cockroaches:** Cockroaches are a common pest, infesting both indoor and outdoor areas. Effective control of pest cockroaches involves reducing sources of food & water. Maintaining a high standard of hygiene, reducing water availability by removing unnecessary containers of water and repairing leaky taps and pipes, storing food in sealed airtight containers, emptying rubbish bins regularly and keeping rubbish bin lids tightly closed, sealing cracks and crevices where possible will assist with Cockroach control. Surface Sprays can be applied to assist. You can purchase these products at any Bunnings, Woolworths or Coles stores throughout Victoria
- **Wasps/Bees:** This advice can be followed to prevent a wasp problem - Do not leave fallen fruit or food scraps lying around the yard, avoid leaving uneaten pet food or dog bones outside, make sure rubbish bins have tight fitting lids, keep compost covered at all times, keep swimming pools covered when not in use, cover exposed food at picnics and barbeques, don't drink out of cans or bottles, use clear containers or a straw. If you come across a nesting area, do not approach or attempt to remove the nest. Please contact our office to report the issue
- **Fleas:** Fleas may be a growing problem due to the increasing number of household pets. .Surface sprays can be used to treat areas that may harbour eggs, larvae, pupae or adults
- **Possums & Rodents:** Common pest rodent species in Victoria include the Norway rat, the roof rat, house mouse & possums. A good way to control pest rodents is to maintain good hygiene and eliminate possible food, water and shelter sources for them. When looking at ways to prevent and control a rodent problem, always assess the area for possible sources of food, water and shelter. Good ways to discourage rodents from inhabiting an area include - maintaining high levels of hygiene, removing clutter, excess foliage in the garden, plumbing leaks, food scraps, nesting sites or shelters. Mice are able to squeeze into gaps as small as 8mm, so make sure even small gaps or holes are filled. Baits and Traps can be used to assist, however please ensure you follow the instructions carefully
- **Spiders:** Spiders are an important part of the environment, and should be left alone if possible. Surface Sprays can be applied to assist. You can purchase these products at any Bunnings, Woolworths or Coles stores throughout Victoria, however please ensure you follow the instructions carefully
- **Termites:** Termites need food (wood) and water to stay alive. By removing access to these needs, you can reduce the risk of a termite attack. Ensure soil is not in contact with susceptible building timbers, avoid storing wood directly on soil, under, around or in contact with buildings. Dusts & Baits can be used to control termites You can purchase these products at any Bunnings, Woolworths or Coles stores throughout Victoria, however please ensure you follow the instructions carefully
- If the above does not assist, contact our office to report the fault during our scheduled after hours contact times that can be found on page 7 of this booklet
- **Please note:** If a qualified Pest Control Company attends and finds that food sources have been left open or spilled, rubbish bins are not properly secured and cleaning is not attended to regularly which has attracted the pests/rodents, then this expense will be covered by the renter

Pool & Spa Fences or Coverings:

- Always remember, a pool and spa fence or cover isn't a substitute for adult supervision. Do not leave any children around water unsupervised regardless of their swimming ability
- If you notice issues with your fences or coverings, ensure you keep everyone (occupants and visitors) away from the area. Do not use the area until you have confirmation that it is deemed safe
- Contact our office to report the fault during our scheduled after hours contact times that can be found on page 7 of this booklet

Mould or Dampness:

- Mould needs moisture to grow - no moisture means no mould. Mould also needs food, oxygen and ideally a warm temperature. Since mould decomposes dead organic material it can grow on wood. Mould can also digest some synthetic materials such as adhesives, pastes and paints. While mould cannot feed off of inorganic material such as concrete, glass and metal, it can however grow on dirt, debris or hairs that are on/in these surfaces. Moulds prefer wet or damp materials but can get their moisture from the air in the form of high humidity, typically above 55% relative humidity. If mould has the opportunity to grow (add water) it will. The key to reducing the growth of moulds in buildings is to minimize the water. There are plenty of precautions you can take to make sure your home is mould-free:
 - **Open Windows:** By opening windows frequently you allow the moisture to flow out of the home instead of building up, especially in the kitchen, bedrooms, living areas and bathrooms
 - **Keep Doors Shut:** Since kitchens and bathrooms are the most common sites for mould, try to confine excess moisture to those rooms when in use. For instance, don't leave the bathroom door open while having a shower or bath. If you do, the steam will travel around the house more freely, potentially causing mould problems in other rooms. Over time, condensation can build up on walls in your hallway or landing, leading to mould growth
 - **Clean Carpets/Fabrics/Wood:** If you notice a musty, unpleasant odour in carpeted rooms, fabrics, upholstery and wooden furniture - it's important to take action and clean this right away. While invisible to the naked eye, mould could be spreading right under your feet
 - **Use Your Exhaust Fans:** An exhaust fan will help circulate the air and remove moisture more quickly. Your exhaust fan will help keep your bathroom fresh and mould-free
 - **Keep Bathrooms and Kitchens Clean:** Spread towels out after use so that they dry more quickly. Minimize containers left in the shower for cleaning ease and better circulation. Wipe down the shower with a clean towel or squeegee after its last daily use. Keep shower curtains dry and clean to help avoid soap residue, which fosters mould
- If the above does not assist, Contact our office to report the fault during our scheduled after hours contact times that can be found on page 7 of this booklet
- **Please note:** If a qualified Mould Specialist attends and finds that the mould was caused by the renters negligence (I.E. - not following the above), then this expense will be covered by the renter



Emergency Contact Numbers:

- Fire, Police & Ambulance - **000**
- Emergency Services (SES) - **132 500**
- Crime Stoppers - **1800 333 000**
- Poisons Information Centre - **131 126**
- Lifeline - **131 114**
- Public Transport & Timetables - [CLICK HERE](#)
- Dental Health Services Victoria - [CLICK HERE](#)
- **Gas : Leaks and Emergencies**
 - Multinet Gas - **13 26 91**
 - Aus Gas Networks LTD- **1800 676 300**
 - AusNet Services - **13 67 07**
- **Electricity : Power Failures**
 - Citipower - **13 12 80**
 - Powercor - **13 24 12**
 - AusNet Services - **13 17 99**
 - Jemena - **131 626** or [CLICK HERE](#)
 - United Energy - **132 099**
- My Emergency Doctor - **(03) 9956 8815**
- 24/7 Emergency Vets - **(03) 9813 4977**
or **(03) 9111 4605**
- Local Council Contact Information- [CLICK HERE](#)



Emergency Repair Examples Include:

- Burst water pipes, hot water service failure or serious roof leak
- Blocked or broken toilet (if a second toilet is not available)
- Dangerous electrical fault (e.g. live wire) or gas leak
- Serious flood, serious storm or fire damage
- Failure or breakdown of the gas, electricity or water supply to the premises
- A failure or breakdown of a heater (if no other heating is available)
- A failure or breakdown of a cooling appliance (if no other cooling is available)
- Failure or breakdown of smoke alarm(s)
- Failure or breakdown of pool or spa fence(s)
- Pest infestation
- Mould or dampness caused or related to poor building structure

Please note, as per the Residential Tenancies Act, all Urgent Maintenance Requests will be attended to within 24- 48 hours

To report all urgent maintenance to our office outside of our business hours, please contact our team from Groundbreaker for assistance on:

- **0432 109 705**
- **dina@groundbreakeraust.com.au**

Strictly between the hours of:

- **Monday to Friday from 5:30pm - 9:30pm**
- **Saturday from 10:00am to 9:30pm**
- **Sunday from 10:00am to 9:30pm**
- **Vic Public Holidays from 10:00am - 9:30pm**

Our Business makes every reasonable attempt to ensure that your Urgent Maintenance Request is handled with the utmost care and in accordance with the Residential Tenancies Act.

Your Property Manager and the Rental Provider **MUST** authorise all Urgent Maintenance Requests.

Our Business and the Rental Provider will not cover or reimburse any maintenance accounts that have not been authorised.

If the Urgent Maintenance that is reported to our office and the Rental Provider is found to be non urgent or has been caused by the Renter or due to the Renters negligence, again the Rental Provider and our Business will not cover or reimburse these accounts and the responsibility will fall back onto the Renter.

By reading the above and following our Urgent Maintenance process, the Renter automatically accepts the above terms and conditions.



Ray White Oakleigh Ray White Clayton Ray White Ashburton

Specialising in: Residential & Commercial Property

Phone:
(03) 9568 2000

Websites:
raywhiteoakleigh.com.au
raywhiteclayton.com.au
raywhiteashburton.com.au

Our Business Hours:
Monday - Friday from **9:00am - 5:30pm**
Sat, Sun & Vic Public Holidays - **Closed**



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