

Maintenance Trouble Shooting Guide

HOT WATER SYSTEMS

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?
- Ensure tap is fully turned on

ELECTRIC UNIT

- Ensure the safety switch in the metre box is turned on
- Does the hot water need refilling or topping up?
You can do this by checking the overflow pipe. Usually there is a copper valve on an electric unit and an overflow pipe. Pull up the lever until the water begins to come out of the overflow pipe.

GAS UNIT

- Check the pilot light. If it has gone out, follow the instructions on the unit to relight it.
- Ensure that the valve on the gas meter has been turned on.

NO POWER

Check:

- Perhaps the safety switch has been “tripped” (switched off), turn safety switch back on in the metre box

DO AN APPLIANCE CHECK

1. Turn off the power points and unplug ALL the appliances in the house (this includes fridges, toasters, TVs etc)
2. Reset the safety switch in the metre box
3. Plug in ONE appliance at a time and turn the power point on.
4. If the safety switch trips again, you know the problem is the appliance.
5. If not, test another appliance in the same manner

Note – It is important to conduct this test of your appliances as if an electrician is called out and your appliance is at fault, you will be charged for the call out.

Perhaps your street is suffering a temporary interruption or fault? In this case, check online to see if there are any reported interruptions or contact your electricity provider directly.

NO LIGHTS OR POWER POINTS

Check:

- Has the safety switch been tripped or a blown fuse (located in the metre box)
- Reset the safety switch in metre box
- You may have a blown light globe – replace the globe 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

BLOCKED SINKS AND DRAINS

Report a MAJOR blockage to your property manager (see Renting a home: A guide for tenants Handbook).

However, if your sink or shower takes a long time to drain:

- Try using Draino or similar product to free the blockage
- Have you tried using a plunger?
- Clear hair 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

TAP WON'T TURN OFF

If a tap won't turn off and water is gushing out uncontrollably, go to the water mains which is usually located at the front of the property – turn off the mains tap here and call the office.

STOVE ELEMENTS NOT WORKING

Check:

ELECTRIC

- The connections may be loose or dirty
- Pull out the elements, clean and re-insert them
- Ensure electricity has been connected to the property
- Check the fuse for the stove/oven has been turned on (located in metre box), check safety switch as well

GAS

- The gas igniter may be obstructed – eg food remnants
- Ensure the element is correctly positioned on the stove top
- Ensure the gas has been connected to the property safety switch as well

AIR CONDITIONER

Check:

- Has the power box tripped the safety switch or blown a fuse (located in metre box)
- Clean the filters to let the air flow through
- May need to be re-set (follow the appropriate manual for the model of unit)
- Check batteries in remote

GARAGE REMOTE NOT WORKING

Check:

- The remote batteries may be flat, try replacing them
- Check the lever which is usually situated next to the control box inside the garage is set to 'auto', as opposed to 'manual'
- The control settings may be incorrect – follow the appropriate manual from the control box, there may be a reset button on the control box
- Check that nothing obstructs the doors as they will not close if anything is in the way

Urgent Maintenance

It is both a regulation under the Residential Tenancies act and a strict policy of this office that all maintenance requests are presented in writing before they can be acted upon.

Only URGENT REPAIRS will be accepted first informally but must be confirmed in writing as soon as possible. Some examples are listed below and others can be found on our website and Consumer Affairs booklet 'Renting a home: A guide for Renters' given to you in your start up kit.

- A serious gas leak
- A burst hot water service
- A dangerous electrical fault
- Any fault or damage that causes the premises to be unsafe or not secure
- Any fault or damage that removes the essential services to a property

If such repairs are necessary you must immediately contact our office by email or by phoning **(03) 9404-1222**. In the event the matter occurs after hours, is an emergency and you are unable to contact your property manager, please contact one of the contractors listed below:

Electrical Services - *CLG Electrics 0402 140 955*

Plumbing Services - *Lloyd Plumbing - Dean Dynon 0419 107 151*

Locksmiths - *Locks unlimited - Damian Stone 0411 493 550*