

REPAIRS & MAINTENANCE

All maintenance needs to be reported in writing by sending your property manager an email with details of the problems together with photos. Please include as much information as possible as this will help us help you solve problem more efficiently.

Within 48 hours of the reported maintenance, a property manager will contact you with an update. As soon as the rental provider has approved the repairs, a tradesperson will contact you to arrange an appointment. Please work with the tradesperson to ensure that someone is available to allow access, or allow them to collect keys from our office for access.

Tips for Reporting Maintenance:

- provide as much detail as possible, clearly explain the issue, give details on where, what, how, etc.
- take a picture or video that clearly illustrates the problem, e.g. if you tell us the kitchen faucet is leaking, attach a video that clearly shows where and how the faucet is leaking.

Please note that under the Residential Tenancies Act 1997, maintenance must be attended to within 14 days of being reported (non-urgent). All repairs are attended to as promptly as possible, however, sometimes there are unavoidable delays in getting rental provider's approval and/or quotes before work can commence, so please be patient while we try our very best to help you as quickly as possible.

Our office is open Monday to Friday, 9am to 5pm, and on Saturday, 9am to 12pm – maintenance issues are handled during these times.

URGENT/EMERGENCY REPAIRS

Although all maintenance is important, not all maintenance is deemed urgent.

Under the Residential Tenancies Act 1997, the only urgent repairs in a rental property are:

- burst water service
- blocked or broken toilet system (if there is no second toilet in the property)
- serious roof leak
- gas leak
- dangerous electrical fault
- flooding or serious flood damage
- serious storm or fire damage
- failure or breakdown of any essential service or appliance provided by a rental provider or agent for hot water, water, cooking, heating or laundering
- failure or breakdown of the gas, electricity or water supply
- any fault or damage in the premises that makes the premises unsafe or insecure
- an appliance, fitting or fixture that is not working properly and causes a substantial amount of water to be wasted
- a serious fault in a lift or staircase.

If an emergency repair arises outside of business hours and you have confirmed that it is deemed urgent, please refer to our trouble shooting guide. If you have done so, and you cannot resolve the issue, please refer to our list of recommended after-hours tradespeople.

While we ask that all maintenance is lodged in writing, in the case of an urgent repair, please call your property manager and/or one of the tradespeople listed on the following page. Once you have done so, please email your property manager to notify them of your arrangements immediately.

TROUBLE SHOOTING GUIDE

We recommend that, before calling us for help for...

ELECTRICAL ISSUES

Air Conditioner

Check power and fuse box. Check that the filter is clean and not blocked full of dust. If this does not work, then contact/email your property manager.

Faulty Power Points, Switches or Fans

Do not try to fix this yourself. Do not use the faulty power point, switch or fan. Contact/email your property manager as soon as possible.

Hot Plates (Cooktop) - Electric

Check if power is connected and check power box for tripped switch or blown fuse. Contact/email your property manager to arrange for the repair.

Lights

Check power or fuse box – make sure the power is on and the switch has not tripped. If the problem is still not remedied, contact/email your property manager.

Power

If your neighbours have also lost power, then contact your electricity provider.

If your property is the only one without power, check whether a safety switch in the power box has tripped. If so, reset the switch, and, if it trips again, unplug all your appliances from power points. Then, reset the safety switch in the power box and plug in your appliances one at a time until faulty appliance is found. (If you have a fuse box, check this for a blown fuse).

NOTE: If this does not fix the problem, please call/email our office or the property manager. Renters will be required to pay for call-outs when a faulty appliance belonging to them has caused the problem.

TROUBLE SHOOTING GUIDE

We recommend that, before calling us for help for...

HOT WATER & Heating

Hot Water Systems / Ducted Heating Unit - Gas

In a lot of cases, gas hot water system or ducted heating faults can be caused from the pilot light being blown out. Before reporting the maintenance issue to the property manager, please check the unit first and re-light the pilot light if required. There are usually instructions printed on the unit to show you how to do this.

If the pilot light is lit and issue is still occurring, please contact/email the property manager who will attend to this promptly. Please note that if a plumber is called out and they find that the issue is with the pilot light not being lit, the renter will be charged for the cost of the plumber's attendance.

Hot Water Systems - Electric

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 the water flows from the overflow. Repeat this process every few months.

If there is no hot water check if the power is switched on – has the power box tripped the switch or blown a fuse? Has your shower routine changed or increased (tank capacity and/or tariff rates will affect this)? Remember that in winter, the efficiency of the tank is less than in summer and the water will cool quicker.

If this does not work, please report this to the property manager who will attend to this urgently.

TROUBLE SHOOTING GUIDE

We recommend that, before calling us for help for...

PLUMBING ISSUES

Blocked Toilet

Please advise your property manager and confirm if it may have been caused by the disposal of any sanitary items, nappies, nappy wipes, oil and/or foreign objects. If this is the case, the renters may be responsible for paying the bill of rectification.

Leaking from Toilet

Report this to your property manager. Meanwhile, please mop the wet area around the toilet regularly and turn off the tap between uses until the plumber attends to repair.

Plumbing Leaks

The most common problem in properties is water leaking from wet areas (i.e. bathrooms, laundries, kitchens, gardens) into adjoining areas. If the carpet/floor is wet, sponge and dry area thoroughly and check again after use to determine the severity of the leak...

If the problem is a 'serious' water leak, this is classified as an emergency repair under the legislation and the property manager must be notified immediately.

Shower, Bath, Water Drainage

Clean water outlet of hair and soap build-up which can block water drainage. Please note that if the plumber advises the property manager that the blockage has been caused by renter's hair and waste, the renter may be charged for the plumber's repair fees.

Water Eruption

Water bubbling out of the ground could be a serious problem and could lead to further complications. Call our office or the property manager immediately as this is an 'emergency' issue.