



Trouble Shooting Tips for Renters

Before reporting a maintenance issue to your Property Manager, please make sure you have tried to trouble shoot the problem first.

I have no Hot Water:

- Have you arranged for the connection of your Gas or Electricity when you moved?
 - Have you checked that the water tap located on the hot water system is turned on?
 - Electric Hot Water System – Have you checked the fuse in the meter box?
 - Gas Hot Water System – Have you checked to see if your pilot light has gone out?
- Some units can be easily relit; others may require a tradesperson

I have no Electricity:

- Have you arranged for the connection of your Electricity when you moved in?
- Have you contacted your provider to see if there is a fault in the area?
- Have you checked your main switches to see if a switch has tripped? Switch back on
- If the safety switch has tripped, do you have a faulty appliance? Please turn off all appliances and switch the safety switch back on and one by one-turn appliances back on to see if one of them is causing the power to trip. Any cost incurred to the Rental Provider due to any faulty appliances belonging to the Renter will be at the expense of the Renter.
- Have you paid your bill?

I have no Gas:

- Have you arranged for the connection of your Gas when you moved?
- Check your meter, has it been switched off?
- Contact your provider to ensure it hasn't been switched off in the street
- If living in apartment buildings, check with the Owners Corporation that there are no faults in the building.

I have no dial tone on my Phone:

- Have you called your provider?
- The Rental Provider is not responsible for ensuring there is a working phone line at the property. If a new line is needed it is up to the Rental Provider if they want to contribute to this cost.

I have no Internet:

- Have you called your provider?

I have no Heating:

- Is the heating gas? Has the pilot light gone out? Is the system accessible to relight the pilot light?
- If split system remote is not working, please try changing the battery



My Split System is not working:

- Filters require cleaning/vacuuming on a regular basis, at least every 6 months
- Batteries require changing in remotes, this can be the cause of units not working.
- Consult an instruction manual, is the unit on the correct setting?

Your Aircon will NOT work efficiently when it's over 35 degrees outside. You will not be able to get the unit to cool your property to 18 degrees immediately so do not expect this to happen. Please set to around 24 degrees on these extreme hot days to avoid damaging the unit.

My Smoke Detector is Beeping:

- Have you tried replacing the battery

My automatic garage/gate remote is not working:

- Have you tried changing the battery in the remote?

My Light or Power Points not working:

- Have you checked your fuse box? Is the main switch in the ON position? Have you replaced the light globe?

No water is coming out of the tap:

- Do your neighbours have water?
- Have you contacted your provider to ensure it is not a supply issue in the immediate area?
- Check meter, has it been turned off?

Locks:

- If your key is failing to turn in the lock, please try lubricating the key with either WD-40 or graphite

The Kitchen/ Bathroom sink is blocked:

- If you have a major blockage, please report it to your Property Manager. If your sink is taking a long time to drain away the water, try using a plunger to free the blockage. If this does not work the first time, please do not keep trying, report it to your Property Manager. Draino is not recommended as this may react with the stronger chemicals that a plumber may need to use if required to attend.
- Do not put fat and oil into the drain, as these will clog up the pipes.

The Oven is not working:

- Is the child lock on (key symbol)
- Have you set the timer? Some ovens require this to be done before it will work. If the timer is flashing, it needs to be set.
- Check mains to see if switch has tripped



There are Leaks Inside or Outside:

Please locate the water mains and turn the lever off until a plumber can attend.

There is a Gas Smell/Potential Leak:

Please locate gas main and turn the lever off until a plumber call attend.

Common Property:

If you live in a stratum building with an Owners Corporation, please try to decipher whether or not the emergency is in relation to your apartment or the common property. If a common area issue, please try to locate the details of the Owners Corporation as they will have their own list of EMERGENCY tradespeople. This may speed up the process for you.

The Owner Corporation details should be located on a plaque at the front of the property. Generally, on the letterbox or in the foyer.

Urgent repairs:

What you need to do;

You are required to take detailed photos with time and date stamps and then take all reasonable steps to contact the agent/ residential rental providers to fix the problem. If you are unable to contact the agent/residential rental providers you may be able to organise the repairs yourself, up to a maximum of \$2,500 (including GST). Should you arrange the repairs you will be required to provide all documentation as proof of work including invoices, quotes or reports as failure to do so may affect your claim for reimbursement.

Trades list:

Please see below for a reference guide of tradespeople that will assist you in the event of an urgent repair:

Carpet/Flooding – Perco Cleaning and Restoration – 8796 3838

Carpet/Flooding – The Squeaky-Clean Team – 1300 682 563

Plumber 1 – Remedy Plumbing – 0480 124 664

Plumber 2 – Titan Plumbing - 1300 450 460

Electrician 1 – At Your Maintenance – 9020 4633

Electrician 2 - GC Electrical – 0425 358 343

Glazier – Glory Glass – 9528 3011

Locksmith – ASAP Locksmiths - 03 9510 3151

Smoke Alarms – Detector Inspector -1300 134 563

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