

TENANT

REPAIR TROUBLESHOOTING



The below information is provided to help our property management team streamline the repair process.

PLUMBING

LEAKING TOILET

If you have an issue with your toilet, does it have;

- ④ Water leaking from the cistern into the bowl? Please;
 - Turn off the inlet valve between uses (adequate until the tradesperson arrives)
 - Submit a repair request with our agency
- ④ Only leaks when flushes
- ④ Continuous leak (not into the bowl)
 - Turn the meter off immediately (commonly found at the front of the property in line with the first garden tap)
 - Contact our agency as soon as practical and we will arrange a licensed plumber

HOT WATER SYSTEMS

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

Otherwise, check...is the power switched on; has the power box tripped the switch or blown a fuse; or has your shower routine changed or increased (tank capacity and/or tariff rates will affect this). Remember in winter, efficiency of the tank is less than in summer and the water will cool quicker.

If you have a Gas Instantaneous Hot Water System and you have no hot water please ensure the pilot light is lit. If not, follow the instructions on the box to relite. Most newer gas hot water systems will have an automatic pilot light. To relite simply turn the system on and off at the power.

Note: Please follow the above procedure before requesting maintenance. If this does not rectify the problem submit a repair request.

Remember a leaking hot water tap will cause poor supply of hot water and high electricity / gas accounts.

When contacting our agency please provide the following;

- ④ Type of system (e.g gas or electric)
- ④ Brand (e.g Rheem)
- ④ Details of the issue (e.g not heating, leaking at the base)

WATER ERUPTION

Water bubbling out of the ground could be a serious problem and could lead to further complications.

- ④ Turn the meter off immediately (commonly found at the front of the property in line with the first garden tap)
- ④ Contact our agency as soon as practical and we will arrange a licensed plumber
- ④ When contacting your agent, please provide the area that it appears

SHOWER / BATH / SINK WATER DRAINAGE

- ④ Clean water outlet of hair and soap/ food build up which can block water drainage
- ④ Use drain cleaner (e.g. Drano Liquid)
- ④ If still blocked, please contact our agency as soon as practical

GAS

GAS LEAK AND GAS SAFETY

If you smell gas at the premises:

- ④ Always treat any gas leak as a potential lethal risk.
- ④ If safe to do so, turn off the gas at the gas meter or cylinder, turn off all appliances (including electrical) and pilot lights, open all doors and windows for ventilation and extinguish all naked flames.
- ④ Ensure cigarettes/ candles are not lit.
- ④ Contact our agency and we will arrange a licensed gasfitter.

ELECTRICAL

FAULTY SWITCHES OR FANS

- ④ Do not attempt to fix yourself.
- ④ Do not use switches
- ④ Contact our agency as soon as practical

LIGHTS

- Ⓡ Check bulb
- Ⓡ If all lights out – check power box

NO POWER

- Ⓡ If your neighbours have also lost power contact your Electricity Supplier. Otherwise check if you have a Safety Switch, which may have tripped. If so, reset the switch. If it trips again unplug all appliances from power points.
- Ⓡ Once unplugged reset safety switch and plug in appliances one at a time until faulty appliance is located.

Note: If this does not rectify the problem please notify our Agency. Tenants will be required to pay for callouts where a faulty appliance belonging to them has caused the problem.

HOT PLATES/ OVEN & RANGEHOODS

- Ⓡ Check if power is connected
- Ⓡ Check the safety switch (located in the kitchen) is switched on
- Ⓡ Check power box for a tripped switch
- Ⓡ If still not working please contact our office and provide details of the problem, brand and model number

AIR CONDITIONER

- Ⓡ Check power is on (switch located near exterior unit)
- Ⓡ Check power box for a tripped switch
- Ⓡ Ensure filter is cleaned regularly for efficiency
- Ⓡ If still not working please contact our office and provide details of the problem, brand and model number

SMOKE ALARMS BEEPING

- Ⓡ Check battery
- Ⓡ Contact our agency as soon as practical

ELECTRIC GARAGE DOOR NOT OPENING

- Ⓡ Check the batteries in the remote

- Ⓡ If the garage door is not opening by remote or button on the wall this may mean the property has had a power surge. Try resetting the door or enter/ exit the garage manually (to switch to manual, there is commonly a red cord to pull)
- Ⓡ If still not working please contact our office and provide details of the problem, brand and model number

DISWASHER

- Ⓡ It is important when using the dishwasher to use the correct detergent and regularly keep the filter clean for efficiency.
- Ⓡ Dishwasher cleaners are another great way to maintain efficiency e.g Finish Dishwasher Deep Cleaner Liquid.

POOL

POOL PROBLEMS

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.

- Ⓡ No metal objects are to be allowed in the pool as it could cause corrosion marks.
- Ⓡ No animals allowed in the pool as this creates a huge chemical imbalance.
- Ⓡ Ensure regular water testing for correct PH level to prevent mould/fungus forming in the pool.
- Ⓡ Vacuum at least once a week to keep pool clear of debris.
- Ⓡ Regular checks of the pump to ensure the motor is working correctly and efficiently (making odd noises could be a forerunner to a problem). Leaking or pooling water at the pump could mean a cracked casing and will need attention.
- Ⓡ Even if a pool is maintained for you, it is your responsibility to alert if any problems.

MOULD

- Ⓡ Keep wet areas well ventilated by opening windows and always use an exhaust fan when applicable
- Ⓡ Full gutters and over hanging trees may also contribute to the cause of mould on ceilings and is important to report to our agency using the maintenance request form.

GENERAL MAINTENANCE

All non-emergency maintenance must be submitted to us in writing, either by completing a 'Maintenance Request Form' or an email to rentals@patbarrettrealty.com.au