



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? If the power has been connected the same day, wait overnight to ensure that the electric system is not an 'off peak' timer.
- Gas Hot Water System – Have you checked to see if your pilot light has gone out?
Some units can be easily relit; relighting instructions should be on the inside door of the unit, others may require a tradesperson.

I have no Electricity/power/lights/power points not working:

- Have you arranged for the connection of your Electricity when you moved?
- Are other properties in your street also affected? 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 this is the case.*
- 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.*
- Has a light bulb blown? (check other lights) Replace a bulb and try again.
- 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 an apartment building, check with the Owners Corporation that there are no faults in the building.

I have no Internet:

- Have you called you 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. *These are normally found in the front cover/door and should be removable. Hose/rinse out and leave to dry if dirty.*
- 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?
- Check the meter box. Reset (turn off at switch board and leave of for 5 minutes, then turn back on).
- Is there an error code showing? If so, have you Google searched the code to determine the fault?

Evaporative Cooling:

- Your evaporative cooling unit may not work efficiently when it's over 35 degrees outside. The unit may not be able to cope in extreme heat to cool the property down to a certain temperature. This is not a fault, a tradesman is not required.

My Smoke Detector is Beeping:

- The battery may require replacement. Remove the cover and replace with a 9v battery.
- If the alarm is still beeping, this may indicate a more serious problem and needs to be reported to your Property Manager.

My automatic garage/gate remote is not working:

- Have you tried changing the battery in the remote?
- Check that the unit has power to it.
- Check that the lever (which is usually situated next to the control box) inside the garage is set to 'auto', as opposed to 'manual' (which allows you to open the door with a key or lift the door manually).
- Is there anything obstructing the door or rollers?

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 powder.



The Kitchen/Bathroom sink/Shower is blocked:

- Remove any old food from the sink and pour boiling water down the drain. *Never put fat/oil into a drain as this can solidify and cause the pipes to clog up.*
- Clear any hair or old soap from the waste pipe and U bend by putting a bucket under the pipe, unscrew it and remove any debris. Re-attach the pipe and pour boiling water down the drain.
- If you have a major blockage try using the appropriate plunger to free the blockage and/or please try a drain cleaner solution (DrainO, etc) available from all hardware stores and supermarkets. If this does not work, please report it through your renter portal.
- *Note: - If a plumber attends and the blockage is due to hair build-up, facial wipes, toys, sanitary products, fats and oils, etc the renter is responsible for all costs incurred.*

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 they will work. If the timer is flashing, it needs to be set.
- Check mains to see if switch has tripped
- Electric stove – is the electricity to the property been disrupted/not turned on?
- Gas stove – has the gas to the property been disrupted/not turned on?

There are Water Leaks Inside or Outside:

- Please locate water mains, normally located at the front of the property, near a garden tap and turn the lever off until a plumber can attend.
- If there is a water leak outside of the property on the footpath/road, call your water company immediately.

There is a Gas Smell/Potential Leak:

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

Common Property:

If you live in an apartment building or with a unit complex that is Governed by an Owners Corporation, please try to determine whether the emergency is in relation to your apartment or the common property. If the fault is in the common, please 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 Owners Corporation details should be located on a plaque at the front of the property. Generally, on the letterbox or in the foyer.

Keys:

For replacement of lost keys, lockouts, damage to locks, etc., costs will be payable by the renter.

**Urgent repairs:**

What you need to do.

Please refer to the emergency procedure provide to you via email along with the list of tradespeople.

For clarification on urgent repairs please click on the link below:

<https://www.consumer.vic.gov.au/housing/renting/repairs-alterations-safety-and-pets/repairs/repairs-in-rental-properties>

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.

Please note: If the repairs are not classed as urgent as per the above classification, or are not the Rental Providers responsibility and you request for a tradesperson to attend, you may be required to pay all costs.

If there is a flood, storm, fallen trees, tsunami and earthquake emergencies please call the SES on **13 25 00**.

For life-threatening emergencies call **Triple Zero (000)**.