



Tenant handbook

A MAINTENANCE AND EMERGENCY
TROUBLESHOOTING GUIDE



Pearl
PROPERTY Co.



(08) 9308 8999
pearlpropertyco.com.au

Emergency Contacts

These contractors are only to be employed by you in the case of an emergency. If the work is **not** deemed to be an emergency by our Licensee, we claim no responsibility towards the cost of the works carried out.

Please refer to your property specific notes in your tenant pack that you received at the start of your tenancy as some of our Landlords have preferred contractors. If they do, they will be noted on your welcome sheet in your pack.

Urgent repairs are covered quite clearly in the Residential Tenancies Act Section 43 and Regulations Schedule 4 Section 22. If you are unsure, please check details at <https://www.commerce.wa.gov.au/consumer-protection/urgent-repairs-rental-home>

ELECTRICAL

Direct Air & Electrical 0456 724 642
Excel Electrical 0413 291 622

PLUMBING & GAS

Perth Plumbing Co (Jack) (08) 6245 8826
Hello Plumber (Tommo) 0409 324 555

LOCKSMITH

Lockaround Locksmith (Naomi) 0424 592 542

GLASS

O'Briens 1800 841 256

ROOFING

SES (Emergency) 132 500

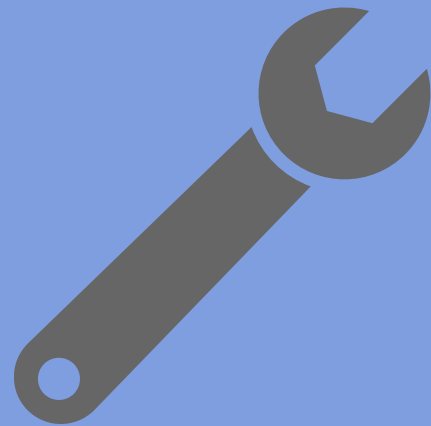
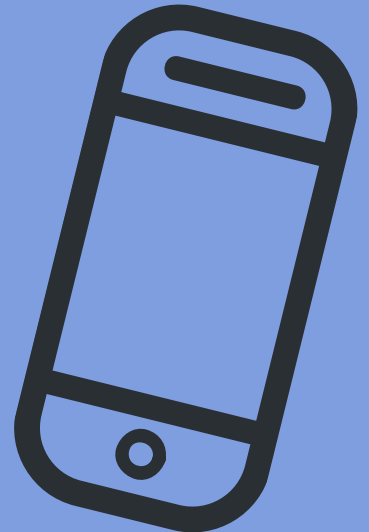
For assistance during a storm, cyclone, earthquake, flood or tsunami.

POOL

Five Star Pool Care (Trevor) 0434 925 100

AIRCONDITIONING (Not necessarily urgent)

Direct Air & Electrical 0456 724 642



Reporting Maintenance

All routine/general repairs must be submitted in writing via email to pearlpropertyco@email.propertyme.com, as soon as practicable but within three (3) days of any damage to the premises.

A repair that does not pose a threat to your health, safety or security and does not require immediate attention (i.e. if it occurs on Sunday and it could be attended to on Monday) is deemed a routine/general repair.

Any non-urgent maintenance organised by the Tenant without prior consent from the Owner will be at the Tenants' cost.

ROUTINE/GENERAL REPAIRS: TV antenna fault, dripping tap or running toilet, air conditioning fault, telephone or internet fault, reticulation fault, pool cleaner fault, garage door fault etc.

URGENT/EMERGENCY REPAIRS (See Section 43 of the Residential Tenancies Act) Emergency items are generally those that could cause injury to the tenant or damage to the property. This may include:

- Burst or broken water pipe (turn water off at the mains if this occurs).
- Blocked or broken toilet (only if a second toilet is not available and functioning)
- Gas leak
- Serious roof leak
- Dangerous electrical fault, dangerous power point, loose/live wires etc (turn electricity off at mains in meter box if this occurs)
- Flooding, rainwater ingress inside the property or serious flood damage
- Serious storm, fire or impact damage (i.e. impact by motor vehicle)
- Failure or breakdown of the gas, electricity or water supply to the premises
- Hot Water System failure on a weekend or long weekend (this would not be considered an after hours emergency if this occurs on a week night)
- Fault or damage that makes the premises unsafe or insecure
- Fault or damage likely to injure a person, damage property or unduly inconvenience a resident of the premises

IN THE CASE OF ANY EMERGENCY: Check the Emergency Maintenance Guide in this handbook to avoid unnecessary call out fees and for the Break in Procedure.

If the problem can still not be repaired and constitutes as an emergency and requires a tradesman to attend, please send an email to pearlpropertyco@email.propertyme.com and report the problem with details of the emergency and outlining the actions you have taken.

Please only use our list of Emergency Contractors unless you have been given an alternative list of the Lessors preferred tradesmen. Please be advised that if you arrange for a tradesperson to attend to the repairs and the work is not deemed an emergency, we claim no responsibility towards the cost of the works carried out and this will be at your cost.

Emergency Maintenance Guide

This guide has been designed to assist you in any maintenance situation that may occur at your property. Please do not panic and follow instructions outlined below

No Power / Electricity



1. Did you arrange for the connection of your electricity when you moved in?
2. Check your meter box. This is usually located at the front of the property near the front door or down the side of the property on the front part of the house. There may have been an overload causing the Residual Current Device (RCD) to activate which may require resetting.
3. If the RCD has been activated it may have been triggered by a faulty appliance. Unplug all appliances in the house, reset the RCD and plug in one appliance after the other. If the RCD is activated when a particular item is turned on at the power point, you know that there is a fault with that appliance.

You will need to have the appliance investigated and repaired or replaced. Please be advised that if an electrician attends to the property and finds a fault with one of your appliances, you will be charged for the full call out fee, service fee and any other charges associated.

4. If there are no faulty appliances, contact Synergy on 13 13 51 to check that it is not a local power outage problem.
5. If Synergy advises there is not a local problem with the electricity and you have completed the above steps, please contact our office via email during business hours or if you cannot wait until the following work day and it is after hours, please call one of our emergency contacts listed on page 3.

Don't forget to email our Office to advise us of all problems and action taken if you have organised a tradesman or call out after hours.

Blocked Drains

1. Bathroom - Have you cleared hairs and old soap from the waste "U" bend? Pour a suitable drain cleaner product down the drain to help clear any blockage.
2. Kitchen - Have you removed old food from the kitchen strainer and poured boiling water or a suitable drain clearing product down the drain? Do not put fat and oil into the drain as these will clog the pipes.
3. If you have completed the above steps please contact our office via email during business hours or if you cannot wait until the following work day and it is after hours please call the plumber noted on the list.

Don't forget to email our office to advise of all problems and action taken if you have organised a tradesman after hours.

Emergency Maintenance Guide

No Hot Water



1. Did you arrange for the connection of your gas and electricity when you moved in?

2. Refer to your user manuals provided to you at beginning of the tenancy or complete an internet search of the specific make and model of the hot water system to find troubleshooting guidelines specific to the unit.

3. If it is an electric hot water system:

- a) Check fuse or circuit-breaker (RCD). Reset circuit-breaker (RCD) if required.
- b) When turning power on again take notice if the meter turns (paying attention to times of limited use such as off-peak periods—consult your local electrical supply provider), you may see the meter spin faster, this would indicate the water is being heated again.
- c) Leave switch on for about an hour and check a hot water tap closest to the cylinder. Upon running the tap for a short period you should feel the water beginning to heat.
- d) For your own safety do not attempt to repair any part of the hot water system yourself.
- e) If water remains cold and you see no other visible reason for a malfunction please contact our office.

4. If it is a gas hot water system:

- a) Check other gas appliances to see if gas service is available. If no gas is available to premises, contact your gas provider to check that it is not a local problem.
- b) Check if pilot light is on. If not, relight by following instructions. Usually located on the outside surface of the hot water system near pilot light door or on inside of pilot light door.
- c) If you cannot relight pilot or see any other visible reason for a malfunction, call one of our preferred plumbers listed on page 3.
- d) For your own safety do not attempt to repair any part of the hot water system yourself.
- e) If you have completed the above steps please contact our office via email during business hours or if you cannot wait until the following work day and if it is after hours please call the plumber on the contractor list.

5. If you still have no hot water, or any water at all, please check the Watercorp website for any potential planned outages or faults around your area.

6. Don't forget to email our Office to advise of all problems and action taken if you have organised a tradesman after hours.

Emergency Maintenance Guide

Locked Out

If you have locked yourself out when our Office is closed, you will be required to contact a Locksmith to provide an after hours service – You will be responsible for the costs involved.

If you have locked yourself out during Office hours please contact your Property Manager at the office as you may be able to borrow our office set of keys. If the keys are available, you will be required to collect from our office and return them on the same day, no exceptions.

Don't forget to email our Office to advise of all problems and action taken if you have organised a tradesman after hours.

Break in / Damaged Glass

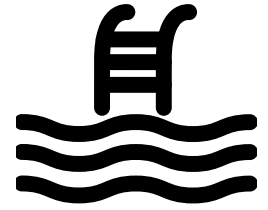
Remember you should always be careful in any suspicious circumstances and the first and most important matter is your safety.

1. Contact the Police and report the break in.
2. The Police will provide you with a Police Report number. You must obtain this Police Report Number and report this to your Property Manager by the next working day.
3. If the property is not secure please call the emergency contact on page 3 to secure the property and if any glass or window is broken, ensure photos are taken of the damage as evidence.
4. Kindly note that if you do not supply our office with the Police Report number, the cost of replacing the glass will be invoiced to you.
5. If the glass breakage is the result of an act attributed to yourself, you may call the emergency contact on page 3 to repair the broken glass; however the payment of the invoice must be made by yourself.
6. Any damage caused by a break in must be reported in writing via email to our office as soon as possible.
7. It is always wise and prudent to take many pictures of the break in for future reference and insurance purposes.

Don't forget to email our Office to advise of all problems and action taken if you have organised a tradesman after hours.

Emergency Maintenance Guide

Noisy Pool Pump



If the pool pump is making an unusual noise, turn it off immediately, troubleshoot using the information below and contact one of the pool companies on page 3 if required.

Water level is a priority and must be topped up regularly and the skimmer and pump basket must be cleaned every few days. Any damage to the pool and/or its equipment that is caused by Tenant negligence will be charged to the Tenant, no exceptions.

Is the pool pump the problem? In many cases, when the amount of noise the pump is making starts getting noticed, the cause is not the pump itself, but some other issue with the pool that is making the pump work harder than normal. The first step in troubleshooting the noise is to determine if it is a sign of the pump malfunctioning or an indication of a separate problem with the pool that is causing the pump to make noise due to straining to get the job done.

1. Indicators that the Pool Pump IS the Problem: Most likely if the pump itself is the problem, the resulting noise will be a high-pitched whine or a metal on metal grinding. These sounds would indicate the possibility of worn motor bearings. Turn off the pool pump immediately and contact the pool contractor on page 3.

2. If it is Suspected That the Problem is NOT the Pool Pump: There are several reasons why the pool pump could be louder than normal or making unusual noises because it's stressed and having to work too hard. Most of the time the problem is as simple as the pump being starved of water for one reason or another. The following are the most common reasons that pool pumps get starved of water:

a. Pool Water Level is Too Low: The first issue to eliminate is an insufficient water level. If the water level in the pool is too low and below the skimmer box, the result will be cavitation or a loss of prime in the pump. It is never good for the pump to be running dry or running with a low water level in the pool. The pump will be under a lot of stress and be at risk of burning out the motor.

b. Blocked Skimmer or Pump Basket: Check the skimmer basket and the pump basket to make sure they are not clogged with debris to the point where they are starving the pump of water. It seems simple, but happens all the time. People neglect cleaning out the baskets, they get clogged and the pump isn't able to get enough water resulting in a noisy pump and eventually a burnt out motor.

3. Loose Pump Base: Sometimes the noise is a result of a loose pump base. If the pump base is loose, the resulting vibrations can be very loud. While the pump is running, simply put some pressure on the pump motor with a foot. If this is the problem, it will be obvious because the noise will disappear.