

## Troubleshooting Hints & Tips

### KITCHEN/SINK ISSUES

Have you tried using a drain unblocking product to try and free the blockage?

Have you tried pouring hot water down the sink to free up old soap & hair?

Do not put fat and oil into the drain as these will clog up the pipes.

### GARBAGE DISPOSAL IS NOT WORKING

Is it turned on at the switch underneath the sink?

Have you attempted to reset the safety switch? This is normally a little red or black button underneath the bottom of the garbage disposal unit. You may have to get on your hands and knees to find the switch. This switch can be activated by an overload and simply needs to be reset.

Is there a blockage in the sink/blades? IMPORTANT – Before checking down the sink for blockages – make sure the unit is turned off at the wall and unplugged.

### DISHWASHER

Before loading the dishwasher, make sure all dishes are rinsed well. If you leave large pieces of food on the dishes, the pump can wear out and cause the drain to back up. Usually a lot of water will pour out onto the floor. Use the directed amount of dishwashing soap. If you use too much it will overflow onto the floor. If you have a chronic leak, lodge your maintenance and make sure to wipe up and water from the floor area.

### BATH/SHOWER LEAKS

The most common problem in properties is leaking from wet areas i.e. bathrooms, laundries, kitchens, into adjoining rooms. A Regular check for water leaks is advisable. If the carpet/floor is wet, sponge and dry area thoroughly and check again after use of the wet area, please lodge a maintenance with us if the problem persists.

### LEAKING FROM TOILET

Usually is a minor problem. Regular mopping and turning off the tap between uses is adequate until the tradesperson arrives. Please complete the maintenance request forum where we will qualify your request and send a tradesperson if required.

If the problem is a serious water leak, this is classified as an emergency repair under the RTA and the Agency must be notified immediately.

### CLOTHES DRYER

Is power on?

Dryer is not overloaded?

Is air temperature hot when running?

Have you checked to see if the filter needs cleaning out?

Dryers can automatically shut down due to overload of lint in the filter

### FAULTY SWITCHES OR FANS

Do not attempt to fix it yourself. Do not use switches. Contact our office as soon as possible.

### LIGHTS

Check power or fuse box. Ensure the power is on and the switch has not tripped. If the problem is not remedied contact your property manager.

## POWER

First, check as to the status of your neighbor's power, if the neighborhood has lost power you can call Energex. Otherwise, check to see if your safety switch may have tripped. If so, reset the switch.

If it trips again, unplug all appliances from power points. Turn them on one by one until the switch trips again. This will help you locate the faulty appliance.

## 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 in the pool as this creates a considerable chemical in-balance.

Regular checks of the pump to ensure motor working correctly and efficiently (making unusual noises could be a forerunner to a problem). Leaking or pooling water at the pump could mean a cracked casing and will require attention.

Even if the pool is maintained for you, it is still part of your responsibility to monitor for any problems

## HOT PLATES

Check if power is connected or check power box for tripped switch or blown fuse. Contact us to arrange for professional help.

## WATER ERUPTION

Water bubbling out of the ground could be a serious problem and could lead to further complications. Phone our agency immediately as this is an 'emergency matter'.

## EMERGENCY MAINTENANCE

Emergency maintenance must be addressed as quickly as possible. All emergencies must be phoned through to the office as soon as possible and then formalized in writing. All general maintenance must be lodged using our maintenance form

**\*\*If you have an emergency maintenance you must still log the maintenance online as soon as possible as well as following the steps below\*\***

**WARNING: If you do not log your emergency maintenance online, you will be liable for the tradespersons cost**

The constitution of an emergency for the purposes defined herein is work which requires immediate attention e.g.

- a burst water service or a serious water service leak
- a blocked or broken lavatory service
- a serious roof leak
- a gas leak
- a dangerous electrical fault
- flooding or serious flood damage
- serious storm, fire or impact damage
- a failure or breakdown of the gas, electricity or water supply to the premises
- a failure or breakdown of an essential service or appliance on premises for hot water, cooking or heating
- a fault or damage that makes the premises unsafe or insecure
- a fault or damage likely to injure a person, damage property or unduly inconvenience a resident of the premises

If you have endeavored to contact our office unsuccessfully for the required approval then it is requested that in such an emergency you refer to the trades people mentioned in your lease agreement.