

A SHORT GUIDE TO GENERAL AND EMERGENCY MAINTENANCE

As per company policy, all **GENERAL MAINTENANCE** must be in writing to rentalinfo@kayecharles.com.au or visit www.kayecharles.com.au to access the maintenance request form via the RENTING tab. For **EMERGENCY MAINTENANCE ONLY**, please contact the rentals emergency mobile on 0488 707 011 and leave a detailed message and/or sms photos and a message. We will endeavor to arrange urgent maintenance, however **this is subject to our creditor's availability**. Please note: *A tenant should never stop paying their rent to force the owner/agent to undertake repairs. This is a breach of the tenancy agreement and may result in a breach notice being served.*

EMERGENCY REPAIRS ARE CONSIDERED AS:

- A burst water service or serious water service leak;
- A blocked or broken toilet;
- A serious roof leak – contact State Emergency Service (SES) on 132 500;
- A gas leak –if the outside gas meter appears to have a gas smell omitting, please contact the gas provider as they will come out to change the gas meter;
- A dangerous electrical fault;
- Flooding or serious flood damage – contact State Emergency Service (SES) on 132 500;
- Serious storm, fire or impact damage – contact State Emergency Service (SES) on 132 500;
- A failure or breakdown of the gas, electricity or water supply to the premises;
- A failure or breakdown of an essential service or hot water, cooking or heating appliance;
- A fault or damage that makes the premises unsafe or unsecure;
- A fault or damage likely to injure a person, damage property or unduly inconvenience a resident of the premises; OR
- A serious fault in a staircase, or other common area or premises that unduly inconveniences a resident in gaining access to or using the premises.

TROUBLE SHOOTING GUIDE:

HOT WATER SYSTEM

Is it gas or electric? - Have you arranged for the connection of your gas or electricity?

If it is electric - Have you checked if your hot water system needs filling/topping up? There is normally a copper valve on an electric hot water system and an overflow pipe. Pull this lever up until a flow of water starts coming out of the overflow pipe. This normally needs to be done roughly every 6 months or so.

Ensure the fuse in the meter box is not switched off. Ensure the water tap on the system is turned on.

If it is gas - Check to see if the pilot light hasn't gone out. Most gas hot water systems can easily be lit, some to require a tradesperson.

POWER

Check the power/meter box if the safety switch has tripped, reset and if it trips again you will need to unplug all appliances from the power points. Reset the switch and re-plug each of the items one at a time to identify what is causing the problem. Have you replaced light bulbs? (The cheap home brands tend to blow very easily)

PLEASE NOTE: If an electrician is called out to the property and it is discovered that a faulty appliance is the cause, the tenant will be responsible for the call out fee.

BLOCKED DRAINS

Do not put fat or oil down the drain as these will clog up the pipes.

- Have you cleared the drain of any hair and soap build up?
- Have you tried using a plunger?/Have you tried clearing the drains with specific cleaning agents for drains?

PLEASE NOTE: If a plumber is called out to the property and it is discovered that the drains are blocked due to items/products put down the drains by the tenant, tenants' visitors, the tenant will be responsible for the call out fee.

OVEN NOT HEATING

- Have you checked the connections to make sure they are not loose or dirty?
- A build-up of grime/ grease build up can cause elements to break down