

# Tenants

## Quick Fix Maintenance Tips

When dealing with maintenance, often items can be safely fixed with a few simple steps. We ask that if you experience any of these issues, to try these steps before contacting our office. This may result in having the problem rectified safely and quickly. Should you ever be in doubt, please contact our office as required. We ask that you put safety first especially regarding gas and/or electricity.

If you do need to speak with us about any of the maintenance items below, we ask that where possible you provide us with the relevant information to assist us in organising the appropriate action.

### Hot Water Service

#### Gas:

- Is the gas connected by the provider? Please contact your provider to ensure it is not a supply issue specifically to your property and not the immediate area, please ask for as much detail as possible and contact our office to advise.
- Is the gas valve turned on at the meter? Check the meter to ensure the gas valve is on
- Is the pilot light on? If the pilot light is not on, follow the pilot light instructions to relight the pilot (if you do not have the instructions or are unsure please contact our office as some systems will be required to be re-lit by a tradesperson)
- Does the overflow valve need to be released? Please push the overflow valve in to the up position to release water from the overflow pipe. This should be completed approximately every 6 months to avoid issues.
- Is there water in the hot water tank? Please check the tank and ensure the tap is in the on position and allow the tank to fill.

#### Electric:

- Is the electricity connected by the provider? Please contact your provider to ensure it is not a supply issue specifically to your property and not the immediate area, please ask for as much detail as possible and contact our office to advise.
- Is the main power supply turned on at the meter/fuse box? Please check your meter box to ensure that the switches are all turned on and functioning. Please contact our office if your safety switch is tripping when using the hot water service.

## **Stove/Oven**

### **Gas Stove:**

- Is the gas connected by the provider? Please contact your provider to ensure it is not a supply issue specifically to your property and not the immediate area, please ask for as much detail as possible and contact our office to advise.
- Is the gas valve turned on at the meter? Check the meter to ensure the gas valve is on
- Are the elements and hobs in their correct positions? Please check to ensure that the element is in its correct position on the stove and that there are no obstructions.
- Is the connector clean? Please ensure the elements are clean and there is not a blockage.
- Is the gas connected but the stove is failing to light? This may indicate the ignitor is burnt out. This can be safely checked by pressing down on the ignition button for the usual length of time (no longer) and lighting with a long match or starter wand. (If you are unsure please contact our office)

### **Electric Oven/Stove:**

- Is the electricity connected by the provider? Please contact your provider to ensure it is not a supply issue specifically to your property and not the immediate area, please ask for as much detail as possible and contact our office to advise.
- Is the main power supply turned on at the meter/fuse box? Please check your meter box to ensure that the switches are all turned on and functioning. Please contact our office if your safety switch is tripping when using the oven and/or stove.
- Is there a separate power switch for the oven/stove? Please check if there is a power point/switch specifically for your oven/stove. These can often be located on the wall of the kitchen or the cupboards.
- Try turning the timer function on as some models will require the timer to be on when the oven is in use.

### **No Power:**

- Is the electricity connected by the provider? Please contact your provider to ensure it is not a supply issue specifically to your property and not the immediate area, please ask for as much detail as possible and contact our office to advise.
- Is the main power supply turned on at the meter/fuse box? Please check your meter box to ensure that the switches are all turned on and functioning.
- If the safety switch is being tripped regularly, please turn off all power points and unplug all appliances and reset the safety switch. One by one plug the appliances back in to determine if one particular appliance is causing the fault. If a tenant's appliance has caused the safety switch to activate and a tradesperson attends to rectify this, the cost of the call out may be passed on to the tenant.

### **No Water:**

- Please contact your provider to ensure it is not a supply issue in the immediate area.
- Ensure valve at front of property is turned on.

**Locks:**

- If your key is failing to turn in the lock please, try lubricating the key with either WD-40 or graphite (try lightly shading the key with a grey lead pencil!) to see if it will work temporarily.
- If one key works on a specific lock and another key does not work on the same lock, please have the working key cut.
- Please report any issues with keys/locks to our office as these suggestions may only work for a very short period of time and may require the lock to be serviced.

**Plumbing Blockages:**

Any major blockages should be reported to our office, however for minor blockages.

- Remove any build up from the sink/drain area and flush with boiling water
- Remove any build up from the sink/drain area and apply a liquid drain cleaning product (these are preferable to the crystals) as per the directions.

**Alarms:**

- As most alarm systems will vary depending on make and model, please refer firstly to your alarm instruction manual for “quick fix” tips. If you cannot locate your manual, try Google searching the brand/model name/number to see if there is an online version.
- If you have a valid code for the system, arm the alarm system and then disarm it again.
- If you have a valid code for the system and there is a button marked “Reset” try pressing this button. Try this button both momentarily and pressing & holding for several seconds as it will vary between systems.

Please report issues with your alarm to our office even if you have been able to temporarily stop the beeping as it is often an indication of issues such as low batteries in wireless models or power/phone connection problems in hard wired models.

**Smoke Alarms:**

- Have you replaced the batteries? Please replace the batteries and re-test the alarm to ensure it is functioning correctly.

If your alarm is hard wired it will still have a battery back-up and should not be affected by loss of power etc. If your hard-wired smoke alarm is intermittently beeping it may be an indication that the smoke alarm unit itself requires repair/replacement.