



# TROUBLE SHOOTING GUIDE

## **Plumbing Leaks**

The most common problem in properties is water leaking from wet areas, e.g bathrooms, laundries, kitchens and adjoining rooms. A regular check for water leaks is advisable. If the carpets/flooring is wet, sponge and dry the area thoroughly and check again after use. Advise your Property Manager if there is a problem.

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

## **Faulty Switches or Fans**

DO NOT attempt to fix it yourself. DO NOT use switches. Please email a Maintenance request to your Property Manager.

## **Hot Plates**

Check if power is connected or check power box for tripped switch or blown fuse. Please email a Maintenance request to your Property Manager.

## **Leaking from Toilet**

Regular mopping and turning off the tap between uses is adequate until the Tradesman attends. Please email a Maintenance request to your Property Manager.

## **Lights**

Check power in fuse box. Ensure the power is on and the power switch has not tripped. If the problem is not remedied please contact your Property Manager. Tenants are responsible for changing blown light globes. Do not attempt to change a light bulb that is located higher than the standard ceiling height or located somewhere unsafe to reach.

## **Air Conditioner**

Check power and fuse box. Ensure that the outdoor control unit is switched ON. Clean filters.

## **Water Eruption**

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

## **Power**

If your neighbours have also lost power, please contact your Electricity provider.

Otherwise check if you have a Safety Switch in your Power Box, which may have tripped. If so, reset the switch. If it trips again turn off and unplug ALL appliances from power points.

Reset safety switches and plug in and turn on appliances one at a time until faulty appliance is located.

If you have a fuse box, check for a blown fuse.

NOTE : if this does not rectify the problem, please notify your Property Manager. *Tenants will be required to pay for callouts where faulty appliances belonging to Tenants have caused the problem.*

## **Shower/Bath water Drainage**

\*Clean water outlet of hair and soap build up which can block water drainage.

\*Use a plunger or drain-o to try and clear the blockage.

*Tenants will be required to pay for call outs to clear drains that are blocked due to Tenant waste.*

## **Pool Problems**

\*Water level is a priority and must be kept to half height of the skimmer box at all times to allow water to flow through the system.

*Failure to do this could result in enormous expenditure to you.*

\*Empty the skimmer basket daily.

\*No metal objects are to be allowed into the pool as it can cause rust markings (ie Hairslides, clips).

\*No animals allowed in the pool as this creates a huge chemical imbalance, to be rectified at Tenant cost.

\*Ensure regular water testing for correct PH level to prevent mould/fungus forming in the pool.

\*Rake the pool at least once a week to keep pool clear of debris.

\*Regular checks of the pump to ensure the motor is working correctly and efficiently (Making funny noises could be a forerunner for a problem). Leaking or pooling water at the pump could mean a cracked casing and will need attention.

\*Even if the pool is maintained by the Owner, you have a responsibility to alert if there are problems.

## **Insinkerator**

If the food disposal fails to work, push the reset button. This button is located under the unit and is usually coloured red. Do not attempt to disassemble the unit. If this does not rectify the problem. Please email a Maintenance request to your Property Manager.

*\*Tenants will be required to pay for call outs to repair food disposal units that are blocked due to Tenant misuse or abuse.*

## **Washing Machine**

If you have a furnished Property please check ....

\*that the power is connected

\*that the water taps are turned on

\*the load of clothes is not off balance or too high/heavy

\*lid is connecting with on/off switch when closing

\*hoses are securely attached

\*Download manual and check error codes if displayed and complete appliance recommended troubleshooting

\*if leaking, check hoses for splits and report to your Property Manager

You will need to use a Laundromat if the machine is not usable on the weekend and unable to be serviced.

Please report the maintenance to your Property Manager via email.

## **Clothes Dryer**

Check:

\*Clean filter before every use of the dryer to prevent risk of fire

\*is power on

\*ensure dryer is not overloaded

\*is air temperature hot when running

This appliance is not classifies as 'essential' .

Please email a Maintenance request to your Property Manager.

**EMERGENCY MAINTENANCE**

Emergency Maintenance must be reported immediately. All emergencies must be phones through to the Agency as soon as possible and then formalised in a written email sent to your Property Manager.

Phone : 0439 970 898

Email : [rentals@savvypropertymanagement.com.au](mailto:rentals@savvypropertymanagement.com.au)

**GENERAL REPAIRS**

All general maintenance must be put in writing using the maintenance form or sending an email to your Property Manager including all details of the maintenance required and any photos available.

Phone : 0439 970 898

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