

TENANT REPAIR TIPS

Before proceeding with logging your Repair Request, please have a look at the Repair Tips below first, to avoid any unnecessary call outs.

no power

Have you contacted your electricity supplier? There may be a fault in the street.

If renting a unit/apartment - Have you checked with a neighbour? If in a block of Strata Title apartments, it may be the Owners Corporation that needs to be contacted for action.

Have you checked your fuse box? There may have been an overload and the safety switch has been activated and needs resetting.

Have you checked that one of your appliances is not faulty? Unplug all appliances in the house. Reset the safety switch in the meter box. Plug in the fridge and turn on the power point, check the safety switch. If the safety switch clicks off then you know that there is a fault with the fridge and you will need to get it repaired.

Otherwise disconnect the fridge and plug in the stereo and continue checking all appliances until the faulty appliance is located. If our electrician attends to your repair request and finds the fault is with one of your appliances, then you will be charged for the service fee.

no hot water

Is it Gas or Electric?

Have you arranged for the connection of your Gas or Electricity?

If it is an Electric Hot Water System -

Have you checked to see if your hot water system needs refilling/topping up? There is normally a copper valve on electric hot water systems and an overflow pipe. Pull up this lever until a flow of water starts coming out of the overflow pipe. This quite commonly needs to be carried out every six months or so.

Have you checked the fuse in the meter box? Has someone turned off the fuse by mistake?

Have you checked that the water tap on the hot water system itself is turned on?

If it is a Gas Hot Water System

Have you checked to see if your pilot light has gone out? Some gas hot water systems can be easily relit – others may require a tradesperson.

lights are not working or power points are not working

Have you checked your fuse box? If there has been an overload the safety switch may need resetting.

Have you replaced the light bulb?

stove element is not working

Have you checked the connections to make sure they are not loose or dirty? Sometimes pulling the element out and cleaning them and putting back in again can fix the problem.

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 putting hands down the sink to check for blockages – make sure unit is turned off at the wall and unplugged.

kitchen/bathroom sink is blocked

Have you tried using some Draino to try and free the blockage?

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

Have you cleared hairs and old soap from the waste & “u” bend? Put a bucket under the pipe, unscrew the pipe under the sink (where possible) remove the hair and old soap and re-screw the pipe back together. Pour boiling water down the drain, this should clear the blockage.

Have you removed old food from the kitchen waste & poured boiling water down the drain? Do not put fat and oil into the drain as these will clog up the pipes.

washing machine is not working

Are the washing machine taps turned on at the wall?

Have you checked to make sure that the appliance is turned on at the wall?

Have you checked that the lid is closing properly?

If the machine has stopped half way through a cycle make sure that you have not overloaded the machine or that it is out of balance – re-arrange the items evenly in the bowl.

dryer is not working

Have you checked to see if the filter needs cleaning out? Dryers can automatically shut down due to overload of lint in the filter.