

Repairs and maintenance

CHECKLIST FOR TENANTS

Before completing a **Maintenance Request Form** please use the following guide and tips to avoid tradespeople attending unnecessarily:

Hot Water Systems

If your supply of hot water is not hot or does not seem to last as long as it should, your hot water system may need topping up. Locate the filler valve on the side of the hot water system and lift the floppy lever until water flows from the overflow. Repeat this process every few months.

Otherwise, check...is the power switched on; has the power box tripped the switch or blown a fuse; or has your shower routine changed or increased (tank capacity and/or tariff rates will affect this).

Remember in winter, the efficiency of the tank is less than in summer and the water will get colder quicker.

Note: Please follow the above procedure before requesting maintenance. If this does not rectify the problem please complete a Maintenance Request Form. Remember a leaking hot water tap will cause poor supply of hot water and high electricity accounts.

Water Leaks

Water bubbling out of the ground could be a serious problem and could lead to further complications. Contact **our office** first or alternatively the Local Council.

Kitchen / bathroom sink is blocked

If the tenant is suffering from a major blockage with sewerage overflow then these would not be a good suggestion. If the complaint is that there sink is taking a lot time to drain away the water the above suggestions would be appropriate.

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 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.

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, advise us if there is still a problem.

Leaking From Toilet

Usually is a minor problem. Regular mopping and turning off the tap between uses is adequate until the tradesperson arrives.

Washing Machine

Check...

- that the power is connected
- that the water taps are turned on
- the load of clothes is not off balance or too high
- lid is connecting with on/off switch when closing
- hoses are securely attached
- if leaking, check hoses for splits

Clothes Dryer

Check...

- clean filter before every use of the dryer & make sure power is on
- dryer is not overloaded & is air temperature hot when running?

Faulty Switches Or Fans

Do not attempt to fix it yourself. Do not use switches.

Lights

Check power or fuse box. Ensure the power is on and the switch has not tripped.

Power

If your neighbours have also lost power contact ENERGEX. Otherwise check if you have a Safety Switch, which may have tripped. If so, reset the switch. If it trips again unplug all appliances from power points. Reset Safety Switch and plug in appliances one at a time until faulty appliance is located. If you have a fuse box check this for a blown fuse.

Tenants will be required to pay for callouts where a faulty appliance belonging to them has caused the problem.

Hot Plates

Check if power is connected or check power box for tripped switch or blown fuse.

Garbage Gobbler

If your food disposal fails to work, you may need to push the reset button. This button is located under the unit and is usually colored red. Do not attempt to disassemble unit.

Tenants will be required to pay for callouts to repair food disposal units that are blocked due to tenant misuse or abuse.

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 huge chemical imbalance.
- Ensure regular testing of water to keep correct PH level, this helps prevent mould/fungus forming in the pool.
- Vacuum at least once a week to keep pool clear of debris.
- Regular checks of pump to ensure motor working correctly and efficiently (making funny noises could be a forerunner to a problem). Leaking or pooling water at the pump could mean a cracked casing and will need attention.
- Even if the pool is maintained for you, it is still part of your responsibility to keep an eye/ear out for any problems.

Garage remote is not working

Have you checked to see if the batteries have not gone flat?

Have you checked the combination to make sure that it is the same as the combination on the panel in the garage? This is not always possible to check as there are so many different styles of remote controls, but where possible the tenant can take the cover off the remote control and find a number code inside – this same code is on the unit of the remote control in the garage – the combination on both should be identical.

Have you checked that the lever inside the garage is on "auto". The lever is generally next to the control box inside the garage. You can either choose "manual" to operate the door with the key or "auto" to operate the door with the remote control.



477 Brunswick St, Fortitude Valley, QLD 4006
T: (07) 3252 2222 F: (07) 3252 5343
integrityqld-pm@remax.com.au
www.remaxintegrity.com.au

TENANT MAINTENANCE REQUEST FORM

TENANT INSTRUCTIONS

All general maintenance must be reported to our office in writing. In order for a repair to be attended to, please complete this form and fax. Post, email or deliver this to our office.

In the event of an emergency repair, contact our office immediately on 3252 2222 or after hours on 0412 346 458 or 0413 879 008.

Once we have received the request, either our office or a tradesperson will contact you.

Date: _____ Time: _____

Address: _____

Concern: _____

If the repair relates to any of the following appliances, please list the make and model

Stove	_____	Gas / Electric
Oven	_____	Gas / Electric
Hot Water Service	_____	Gas / Electric
Heater	_____	Gas / Electric
Other	_____	Gas / Electric
Washing Machine	_____	
Microwave	_____	
Air-conditioning	_____	
Dryer	_____	
Dishwasher	_____	
Fridge	_____	

Access Details

Tenant Name: _____ Phone: _____

Most suitable day & time: _____ (This cannot be guaranteed)

I hereby authorise your office and/or the tradesperson to enter the property with the keys in order to carry out the repair or view the repair.

Signed: _____