

Investors Choice Property Services

Maintenance Tips for Tenants



Before making a maintenance request, please use this guide first to avoid any unnecessary call outs.

NO POWER

- ✓ 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 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 the electrician attends to the job and finds the fault with one of your appliances, then you will be charged for the service fee.
- ✓ Have you contacted your Electricity Company? There may be a fault in the street.
- ✓ If you live in an apartment or townhouse check if your neighbour has power? If more than one property has no power you may need to contact the Body Corporate/Owners Corporation manager.

NO HOT WATER

- ✓ Have you arranged for the connection of your Gas or Electricity when you moved?

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. You may need to pull up this lever until a flow of water starts coming out of the overflow pipe. This needs to be carried out every six months or so.
- ✓ Have you checked the fuse in the meter box?
- ✓ 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 units can be easily relit; others may require a tradesperson.

If it is a Solar Hot Water System

- ✓ Is it a cloudy day / has it been raining? Solar hot water systems may not be able to fully reheat the tank due to prevailing weather conditions. Solar systems do however have a booster tank to continuously heat small amounts of water to cover this situation. Ensure that the booster switch in the meter box is turned on.

STOVE / RANGEHOOD 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
- ✓ Some new homes have a switch located on the kitchen wall to isolate the power. Ensure that this is turned on.

LIGHTS OR POWER POINTS ARE NOT WORKING

- ✓ Have you checked your fuse box? If there has been an overload the safety switch may need resetting.
- ✓ For a power point check to ensure that your appliance and or power box is not faulty. ✓
Have you replaced the light bulb?

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 need to bend down find this 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 your hands or a utensil down the sink to check for blockages – make sure unit is turned off at the wall and unplugged.

KITCHEN/BATHROOM SINK IS BLOCKED

If you have a major blockage please report it to your property manager. If your sink is taking a lot time to drain away the water try one of the following:

- ✓ Try using Draino to free the blockage?
- ✓ 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

GARAGE REMOTE CONTROL IS NOT WORKING

- ✓ Have the batteries gone flat?