

A young couple is sitting on a light-colored wooden floor in a room filled with cardboard boxes, suggesting they are moving. The woman, with long dark hair, is wearing a blue denim dress and white sneakers, and she has her arms around the man's shoulders. The man, with short dark hair, is wearing a striped t-shirt and blue jeans, and he is sitting cross-legged. Both are smiling warmly at the camera. The background shows stacks of brown cardboard boxes, a white lamp, and some green plants.

Troubleshooting and Maintenance



MAINTAINING YOUR RENTAL PROPERTY

When dealing with maintenance and malfunctions, things can often be safely rectified with a few simple trouble shooting steps. We ask that if you experience any issues with your property, you refer to this guide first before contacting our office. This will most likely result in having the problem fixed safely and quickly with little expense. However, should you ever be in doubt, please contact our office. We ask that you put safety first - especially regarding gas and electricity.

If you do need to speak with us about any maintenance items, we ask that wherever possible, you provide us with the all the relevant information to assist us in organising the appropriate tradesperson. This includes:

1. Your Name
2. Property Address
3. Date the Issue First Occurred
4. A Detailed Description of the Problem
5. The Appliance Involved
6. Model and Brand Information
7. Whether the Problem is Related to Gas, Power, Water, Communications
8. Photos to assist

Please keep in mind that if you don't notify us of a required repair and there is subsequent further damage or expenses, you as the tenant are held responsible for the cost of the repairs in full.

Maintenance must be submitted in writing (unless urgent) which can be reported via the mobile app/online portal or emailed.

Disclaimer

This handbook has been prepared by Motion Property as a guide for property owners, investors and tenants of Motion Property.

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The information relating to the law in this handbook is intended only as a summary and general overview on matters of interest. It is not intended to be comprehensive nor does it constitute legal advice. Many factors unknown to us may affect the applicability of any statement or comment that we make to your particular circumstances and consequently you should seek appropriate legal advice from a qualified legal practitioner before acting or relying on any of the information contained in this handbook. The information contained in the handbook is of a general nature and does not take into account your objectives, financial situation or needs. Before acting on any of the information you should consider its appropriateness, having regard to your own objectives, financial situation and needs



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ALARMS

Security Alarms

As most alarm systems will vary product to product, 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.

Troubleshooting malfunctions:

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 your Property Manager even if you have been able to temporarily stop the problem. Malfunction is often an indication of issues such as low batteries in wireless models or power/phone connection problems in hard wired models.

Confirm the batteries in your remote are working if the model has one.

Smoke Alarms

If your smoke alarm is beeping, this is often the result of batteries running out of power. 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. If your hard wired smoke alarm is intermittently beeping, it may be an indication that the smoke alarm unit itself requires repair/replacement. Please contact our office immediately should you encounter any issues with your smoke alarm not resolved with replacement of the batteries.

TV RECEPTION

Most TV reception difficulties are caused by problems with antennas, television equipment or installation and can often be resolved easily.

1. Check if the problem occurs on all channels or just one.
2. Check all the cables are connected correctly and not loose.
3. Try another TV.
4. Restore the default settings and rescan on the digital receiver.
5. Remove all other equipment (DVDS, PVRs, pay-tv boxes and surround sound systems) and see if the problems still occur.
6. Digital - if removing other equipment you should restore and rescan again.
7. Move radios or computer equipment away from the TV.
8. Check your antenna has not moved or been broken (damage on one small part can cause the loss of a single channel).
9. Turn off nearby electrical appliances and see if the problems cease.
10. Check with your neighbours - if they aren't having the same issues - it's something in your house or your antenna.
11. Check to see if there is any maintenance work happening on the transmitters for your area.



COOKTOPS

Electric

The first step if your cook top is not working is to isolate the issue.

1. Has the safety switch breaker tripped or the fuse blown? Sometimes an electrical surge will interfere with the power supply, causing breakers and fuses to react to protect your appliances. Simply return the safety switch to the ON position in the Fuse Box. The fuse box is usually located on the wall near the front door.
2. Make sure the stovetop is plugged in to a power source. For stovetops which are not hardwired, there is usually a power point in the neighbouring cabinetry

Gas

To troubleshoot ignition problems for burners on a modern gas stove, it's important to understand the basics. When you turn on a burner, an electronic igniter generates a spark that ignites gas going to the burner. If you are unable get your burners to ignite:

- Confirm the gas supply is connected to your property. If the stove suddenly will not function, there may be no gas connected to the home at all. You can Google 'Gas Supply Problems' to get notifications from your local provider regarding local outages.
- If the gas supply issue is only specific to your property, (there is no outage in the local area), contact your provider to ensure there is no problem with supply to your property.
- Check you have paid your gas bill up to date
- If you live in a multi-unit development, contact your Owners Corporation if your supplier confirms there is no issue.
- If gas is connected to the property and the stove is not working, confirm whether the elements and hobs are 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.
- Allow the burner grates to become cool to the touch if they have been on, and take them off the stove. Check the igniters one at a time. Turn on one of the burner knobs all the way until it stops and listen for the click of the igniter at that burner. If the igniter doesn't click, note that burner and check the remaining igniters. Note a burner that doesn't ignite when the igniter clicks, and proceed with the troubleshooting.
- Make sure the burner grates are fitted correctly. If they have been recently taken off for cleaning then they may not have been put back correctly. You can slowly turn the grate until you feel it move into the correct position.
- Often the problem may be a buildup of material preventing gas from getting through to the igniter. Strip the gas cooktop and scrub anywhere that needs it and replace all parts and try igniters again. Do not use harsh cleaners or scourers on stove tops!

RANGEHOOD

If your Rangehood is not filtering well, using a water-based degreaser from the supermarket, simply fill the sink with hot water and degreaser, drop in the filter and let the degreaser do all the work. The filter will come out sparkling clean in just a few minutes, then rinse it off.



OVENS

If the oven works – it just doesn't work right- producing little heat, the problem is likely not the element, but another connected part.

- First check the oven door. The gasket surrounding the door must seal in the heat to maintain temperature. If you notice rips, tears or missing portions, this may explain the problem.
- Test the thermostat. Place an oven thermometer inside the oven and verify the temperature difference.

Electric Ovens

Refer to your appliance instruction manual first. If there is not one in the property, Google the model as most are downloadable from the internet. Model information is usually found inside the oven door. Following that below are our troubleshooting recommendations.

Further Tips:

- Is the electricity connected by the provider? Please contact your provider to ensure it is not a supply issue. Should there be 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 of the problem.
- 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.
- Check the oven control knobs. Some have separate cycle and temperature knobs, others combine all functions on one knob. Either way, are they set properly? Have you recently removed the knob, perhaps to clean the oven? If the knob was pulled off, it may not be aligned properly. Try pulling the knob off again and repositioning it for a quick, easy fix.
- Does your element work? Since the element, at the top of the oven, is separate from the bake element at the bottom of the oven, if one works and the other doesn't, you know the problem is either in the element or the receptacle block into which it plugs.

Gas Ovens

Most of the malfunctions that affect gas ovens involve the supply and ignition of gas in the burners and the oven. If your oven is not heating up;

- Is the gas connected by the provider? Please contact your provider to ensure it is not a supply issue. Should there be 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.
- Check to be sure the oven is plugged in and getting power and that the gas valve is open. If you have an older oven with a mechanical instead of a digital timer, check to make sure you haven't bumped it off the manual setting. If your oven still won't light, you probably need a new igniter. Even if you see the igniter glowing, it can be faulty.
- Clean the igniter and burner holes. Start by cleaning the spark igniter. The igniter is the white ceramic nub that's located near the base of the burner.



DISHWASHER

If after referring to your user manual (available online if you don't have one handy) for troubleshooting, try the tips below.

Dishwasher Doesn't Run

- Be sure the power is on, the door is latched, and the control is engaged.
- Check the safety switch that serves the dishwasher for a tripped circuit breaker or blown fuse. If you find one, switch the breaker to OFF and then back to ON.
- Check dishwasher switches & timer. If electrical power is available to the dishwasher but the appliance doesn't run, the problem is likely a defective door switch, timer, or selector switch. To solve a door switch problem, you may be able to adjust the door latch's strike slightly, using a screwdriver (turn off the power to the dishwasher at the electrical panel first).

Dishwasher Doesn't Fill

- Make sure the water is turned on. Check the hot water supply stop valve, normally located under the sink. Open it all the way by turning it counterclockwise.
- If water supply on already, thoroughly clean dishwasher and clear any blockages.

Dishwasher Doesn't Drain

Following a cycle, a small pool of clean water inside the tub is normal. An excessive amount of water means the pump isn't pumping water out properly.

Shut off the power to dishwasher —remove the strainer located under the bottom spray arm at the base of the interior. Unscrew the cap, lift the spray arm off, and remove any clips that hold the strainer to get it out. Scrub it clean with a brush and then replace it.

To prevent future blockages ensure you rinse dishes prior to washing them.

Dishwasher Doesn't Clean Dishes Properly

- Try using 'Finish' dishwasher cleaner in an empty dishwasher to fully clean the unit.
- Check that the jets are not clogged with debris and preventing water from spraying.
- Shut off the power to dishwasher and remove the strainer located under the bottom spray arm at the base of the cabinet. Unscrew the cap, lift the spray arm off, and remove any clips that hold the strainer to get it out. Scrub it clean with a brush and then replace it.
- Check arms are free of debris and moving freely. When dishwasher is on the arms rotate, if they are stuck then the dishes will not be cleaned properly.

INSINKERATOR

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 coloured red.

Insinkerators get blocked easily. Disconnect from the power before attempting to clear any blockages inside the unit.



DRYER

If your dryer is not working there can be a number of issues. As with any appliance, check your manual or Google the model for tips online.

General Tips;

- Check the power is on. If so, check the switch board and make sure the safety switch hasn't been tripped
- Clean the filter before every use. A dirty filter will prevent the dryer from working at maximum efficiency.
- Ensure the dryer is not overloaded with clothing.

WASHING MACHINE

As with any appliance, refer to the instruction manual. If you do not have one, Google the model number. This will supply the most accurate information on what to do with your particular model. Below are some common problems and tips to assist you isolating the issue.

Washing Machine Doesn't Work and Doesn't Make Any Noise

- Check that the washer is plugged in securely and powering the unit
- Check the circuit breaker or fuse box has not been tripped
- Check that the water supply taps are turned on
- Inspect the filter screens

Washing Machine Doesn't Work but it Does Make Noise

- Check the water supply taps are turned on
- Inspect the filter screens

No Water Is Entering The Wash Tub

- Check that the water supply taps are turned on
- Inspect the water supply hoses for kinks
- Check the filter screens

MOULD

Mould is primarily a sign of poor ventilation. Whenever using hot water such as in the shower or bath, when boiling for cooking, steaming, using an electric clothes dryer or rice cooker for example, ALWAYS keep windows open to avoid the development of mould. Particularly in winter, the bathroom door should be left open after showering to let steam disburse. Should mould appear, the sooner you treat it, the better. Bleach, vinegar, commercial mould treatments available from supermarkets are all recommended. If you have signs of mould in cupboards, mould absorbers also available from supermarkets should be used and replaced regularly. Always notify our office when mould is present.



ELECTRICAL ISSUES

Light Globes Not Working

It may sound silly, but many people aren't sure how to change a light bulb.

1. First make sure the power is turned off. The safest way to do this is to switch the safety switch in the switch board.
2. Allow the bulb to cool before touching it.
3. Take the bulb out of the socket. The way you do this will depend on whether your bulb has a bayonet mount or a screw fitting:- Bayonet Mount (two prongs): Grasp the bulb lightly but firmly, push upwards gently and turn anticlockwise until it is released from the socket.- Screw Fitting: Keep gently twisting anticlockwise until the bulb comes loose from the socket.
4. Insert a replacement bulb lightly but firmly into the socket. Depending on the type, turn it clockwise until it locks into place or keep gently twisting clockwise until it won't go any further.
5. Once the bulb is in, turn the power back on again and switch on the light.

The old bulb needs to be disposed of safely as the glass is fragile and very sharp. Use the packaging from the new bulb to wrap the old one for safe disposal.

As always, safety is crucial when working with electrical or wiring faults. Remember to check the wattage on the used bulb and replace it with a bulb of the same wattage and to dispose of the bulb well out of the reach of children

Don't put your fingers in the exposed light socket

Flickering Lights

- Make sure your light bulb is screwed all the way into its socket. You should also check to see if your bulb is the proper wattage for the socket you are using.
- If the bulb is securely in its socket and the correct wattage, try another bulb. That will tell you if the bulb was faulty or just old.

No Power

- Is the electricity connected by the provider? Please contact your provider to ensure it is not a supply issue. You can also Google 'Power Outage' and you will be redirected to notifications in your local area.
- If you are in a multi-unit or townhouse development, are all properties out of power or just you? If all the development is affected, ring your Owners Corporation representative before calling our office.
- If you are in a stand-alone house and there is a supply issue specifically to your property and not the immediate area, please check if the mains power supply is turned on at the meter/fuse box and all the switches turned on and functioning.



My Power Points Aren't Working, but I Still Have Lights

- Chances are you have just used a faulty appliance and it has tripped your safety switch. Unplug the last appliance used, (commonly a hair dryer, kettle, toaster or clothes dryer) and turn the power point off. Head to your meter box and check your switches - one or all of them will point to 'OFF'. Turn this one back on. If you re-plug in the appliance and it happens again, your appliance is faulty and either needs repair or replacement.
- If one appliance being un-plugged did not fix it, unplug ALL appliances in the house (including fridge, dishwasher, alarm clocks - everything.) Go back to the meter box, hit the Test button (there will only be one or two) which will turn all of your fuses off. Then turn them back on one by one.
- Go back into the house - plug in appliances one by one. It is best to start with a noise making appliance, like the TV, so if/when you get to the faulty appliance, when the TV goes off, it is easy to tell which one is the cause.

A callout by a tenant for a faulty appliance or blown light globe will result in the fee being passed on to the tenant.

HEATERS

Electric

- Check power supply. Are other appliances connected to power points in the surrounding area functioning?
- Try plugging in another appliance into power point and testing.
- Check if any safety switches have been triggered by the use of the heater. If so, this could indicate a faulty appliance.
- Check controls and refer to manual (available online if not inside property. Just search the model number).

Gas

- The pilot light may have been extinguished. Instructions for lighting the pilot will be on the appliance. If not, Google the model number for details.
- Check gas supply is still connected to the property by testing another gas appliance is working. If not then check the main gas valve at the property or contact your supplier for advice. Gas supply can some be interrupted for works. This can be determined by entering 'Gas Supply Issues' into Google which will bring up your local area and advise of any disruptions.
- Clean filter if one is fitted.

REMOTES

The most common cause of remotes not working is dead batteries. Your first step should be to test these with a fresh set. If the remote works fine (the indicator light is coming on) but the unit it operates fails to engage, first consider the power source to that item.

If that fails to rectify the issue, rule out electrical issues and contact your Property Manager.



DOORS AND LOCKS

Sticky Hinges

Use an aerosol lubricating oil like WD40. Lubricating oil is perfect for fixing squeakiness. Ask your hardware store if you're not sure what's best for your needs.

- The oil used should be capable of penetrating the hinges. An alternative to aerosol is to get a can or container that has a thin nozzle able to access the area.
- Spray the oil right onto the hinge. Open and close the door a few times. It should start to do the trick almost immediately.

Sticky Locks

If your key is failing to turn the lock, please try;

- Lubricating the key with Graphite (a good alternative to this is to try and lightly shade 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, they working key will need to be re-cut.
- Please report any issues with keys/locks to your Property Manager as these suggestions may only work for a very short period of time and may require the lock to be serviced.

SLIDING DOORS

Sliding doors get sticky and hard to open when the wheels are out of adjustment or the track gets dirty. Here's how to repair your sliding door.

- Start with a good cleaning. Scrub caked dirt and grime out of the track with a stiff brush and soapy water. If the door still doesn't slide smoothly, the rollers under the door either need adjusting or are shot.
- Locate the two adjusting screws at the bottom of the door (on the face or edge of the door) and pry off the trim caps that cover the screws. If one side looks lower, raise it until the door looks even on the track. If the door still sticks, turn both screws a quarter turn to raise the whole door.
- If the door still doesn't glide smoothly, you'll have to remove the door and examine the rollers. Call your Property Manager and we will arrange the maintenance.

PLUMBING ISSUES

There are multiple likely issues with plumbing in any property, new or old. We have listed the most common concerns below with some handy tips to fix the problem.

Dripping Taps

Most likely a washer is the cause and it will need to be replaced. If you do not know how to do this, don't try! If you do, ensure you shut off the water supply to the property and remove the dysfunctional tap head and replace the washer with the specific size. When contacting your Property Manager to arrange a plumber, please advise the following:

- Hot or cold water
- Flick mixer or single tap
- Where is it placed - shower, basin, sink etc



Burst Pipe

If you suspect a pipe has burst, immediately turn off mains to stop the water running. The mains tap is located near the front of the property next to the water meter. Contact your Property Manager to advise the following for an urgent repair;

- Make/Model and if gas or electric (for hot water systems)
- Location (inside/outside/ roof)
- Where is the leak coming from

Roof Leak

It is important to first determine the cause of a roof leak before it can be sorted. If there is water near anything electrical, shut the power supply to the property off at the mains first.

Locate buckets and bowls to catch the water if appropriate.

Determine whether the cause is rain or a water supply. If the property is underneath another floor or unit, it is likely to be a supply issue as opposed to weather. If you have another unit above you, contact your Owners Corporation.

If the issue is really bad, contact the SES. Never try to get on a roof when it is raining.

Drains Blocked or Slow to Empty

This is usually caused by blockages - commonly food in kitchens and hair build up in bathrooms. Attempting to unblock it with a plunger or product like Draino (both available from supermarkets and hardware stores) should clear up any minor blockages. It may need to be used weekly or monthly to keep drains flowing freely.

If there are still blockages after these tips have been tried, please contact your Property Manager and we will arrange maintenance.

Invoices received for drains that were blocked due to something down them that shouldn't be will be passed onto the tenant for payment.

HOT WATER SYSTEM

There are two main things to check here, when you turn the hot tap on, is there only cold water, or is there no water at all.

Determine if the hot water system is gas or electric.

Electric

- Is the electricity connected by the provider? Please contact your provider to ensure it is not a supply issue. Should there be 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 of the issue.
- 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. If the mains switch or power simply needed to be turned on it on, it will take a few hours for the water to heat up.
- 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.



Gas

- Is the gas connected by the provider? Please contact your provider to ensure it is not a supply issue. Should there be 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 of the issue.
- 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 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 trades person).

Lighting the Pilot Light

1. Locate the gas regulator valve on the hot water system. It is located on the outside of the hot water system where the gas pipe enters the unit and has a knob on it. The valve regulates gas flow to the pilot burner beneath the hot water tank.
2. Turn the valve knob to the "Off" position. Wait five minutes.
3. Locate the pilot burner beneath the gas water heater. Open the cover panel that provides access to the pilot burner. The panel is usually located on the lower side of the hot water service either at the front or side of the unit. Turn the gas regulator valve's knob to "Pilot", press down on it and hold it down. This starts the flow of gas to the pilot burner. On some hot water system models, you press and hold down a separate red button to start the pilot burner gas flow.
4. If your heater has a built-in piezo-electric spark pilot igniter, look for a red or black button labelled "Ignition" on the top or side of the gas valve. Push the button to ignite the pilot. You will hear a click as the igniter sparks.
5. Hold down the regulator valve knob for at least one minute after the pilot has been lit. This allows the pilot flame to heat the thermocouple safety sensor that detects the presence of a live pilot flame. Slowly let up on the regulator valve knob. When the pilot light stays lit after you release the knob, turn the knob to "On". You should hear a faint sound as the main burner ignites.

Are You Using More Hot Water than You Think?

Monitor your hot water usage and check if any outlets (especially the showers) are using more hot water than you realise. It is easy to underestimate the amount of hot water being used especially with certain showerheads.

- Monitor the length of time spent in the shower, it's easy to spend longer than you realise!
- Use cold water to wash your clothes.

Hot Water Unit Emitting a Beeping Sound

Your hot water unit may have a battery powered terminator valve. This device will be located on the side of the hot water service. If no leak is evident around the unit, the beeping will likely be notifying you that the batteries are going flat, you will need to simply replace the batteries in the device.



TOILET

The Toilet Is Blocked

Mostly this is caused by tree roots and needs a professional to attend. BUT - if you are putting items down the sink or toilet that you shouldn't be, the cost for unblocking will be your responsibility.

Please ensure nothing other than human waste and toilet paper is flushed down the toilet. The Full Flush button should also be used at least once a day to allow all waste to flow out of your toilet.

Female sanitary products, baby wipes, cleaning wipes, nappies etc should NEVER be flushed down the toilet.

If you have liquid dishwashing soap in your kitchen, simply add a few squirts to your clogged bowl and then follow with a pot of hot water poured in from waist-level height. Ideally, the soapiness and the weight of the hot water being poured into the bowl will help clear out whatever is clogging your drain. You can also try using a plunger.

The Toilet Is Not Flushing

There may be a time where your toilet cistern is out of action or your water services have been temporarily disconnected. In such an instance, it's recommended that you fill your bath with water beforehand so you'll have water in which to flush the toilet. During the interruption in service you can flush your toilet manually with a bucket of water. Simply pour the bucket into the bowl from waist height and this will do the same job as the cistern.

SHOWER SCREENS

One of the most expensive repairs/replacements at the end of the tenancy is caused by unclean shower screens. When the glass is not maintained regularly, soap scum 'etches' into the glass & is then unable to be cleaned. Some tips to avoiding problems at the end of the tenancy;

Use only liquid soap in the shower - liquid soap does not have the 'fat' content of regular soap, and therefore is less effective at eating into the glass.

Wipe down the glass after each shower - if the soap is wiped off after each shower then it cannot build up, keeping your glass cleaner for longer.

Attend to the grout regularly - grout is a porous substance, meaning it absorbs things. If your grout develops mould, the mould roots get deep into the grout & cause permanent discolouration. Avoid this by cleaning regularly.

GARDENS

Maintenance of lawns and gardens in a rental property is the tenant's responsibility, unless an arrangement for garden maintenance to be provided has been stated in your lease. Throughout the tenancy, you will need to ensure garden beds are free of weeds, lawns are mown and hedges/shrubs are pruned. Gardens should be watered in the warmer months (adhering to any water restrictions which may be in place). If there are established trees which are close to power lines, or look as though they will drop limbs, please contact your Property Manager. Jobs of this scale usually require a tradesperson's expertise.



POOLS AND SPAS

Keeping your pool sparkling clean doesn't have to be as cumbersome as you might think. All pools are different, and so are their maintenance needs. However, they all share one commonality: The secret to pristine pool health is regular, routine care.

Water level is a priority. A lot of water will be lost throughout the swimming season largely because of evaporation, swimming, splashing and exiting the pool. When you remove debris with your skimmer throughout the week, that's also a good time to check the water level. Ensure it doesn't fall below the level of the skimmer, otherwise the pump could be damaged. If the water is low, use a garden hose to bring it up to safe levels.

Skimming the pool's surface by hand every few days is one of the fastest and easiest ways to keep your pool clean. Floating debris will eventually sink, becoming harder to remove.

Cleaning out strainer baskets at least once a week also helps circulation and lowers chlorine demands. Simply remove the plastic basket and shake it out; spraying the inside with a hose can help dislodge stubborn objects.

- 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 water testing for correct PH levels to prevent mould/fungus from 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 pool is maintained for you, it is your responsibility to alert us if there are any problems.

PEST CONTROL

Ants

Most ants are beneficial, killing real pests such as fleas and bedbugs, but that's no consolation when they start streaming in under your doors and crowding your kitchen cabinets. Ants come inside because they're attracted to your food, but you can also use food to repel them.

- One of the best ways to kill ants is by spraying them with lemon or peppermint-flavored water.
- Line suspected entryways with deterrent substances. Salt, chalk or baby powder can be spread under doors, near windows and walls.
- Apply scents and substances that ants don't like. Vinegar, peppermint oil, cinnamon, black pepper, cayenne pepper, whole cloves, and bay leaves are all examples that have varying claims of success. However, some of these might be harmful to pets and irritants to curious children.
- If these lightweight measures don't do the trick, you might have to declare war by using bait traps and chemical insecticides.



Cockroach Prevention

- Cockroaches must have a source of water. Depending on the temperature and their size, they can live for a month without any food, but no more than a week without water. Find all the water leaks in your house, and fix them. Once their water source(s) have been eliminated, they will be much more interested in eating gel-based baits you set out.
- Clean your house thoroughly. A clean house is key to keeping cockroaches away, and the first place to start is the kitchen. Wash your dishes and put food away promptly after meals. Clean up crumbs and spills right away, and generally keep the area clean. Pay special attention to rangehoods, as cockroaches love grease.
- Keep food containers sealed and don't leave food out for extended periods. Don't leave dirty dishes out overnight, and don't leave fruit on the countertop.
- Mop the floor routinely to clean up crumbs and sticky spots. Do not slop water against the walls; remember, they need water.
- Take out the rubbish regularly. Have one rubbish bin for food in your house. Don't let it sit for too long. Use a rubbish bin with a lid, rather than one that stays open. Keep it in sealed containers that aren't sitting right next to your house.

Cockroach Extermination: Baiting

Use store-bought cockroach bait. Cockroach bait is either housed in a childproof-case or applied as a gel and contains a slow-working poison mixed in with an attractive food (for cockroaches). The roaches eat the poison and bring it back to the nest, where it eventually kills all the other roaches. Killing roaches using this method can take several weeks. Once the first generation of cockroaches is killed, their eggs will hatch and more cockroaches will have to be poisoned before the nest is gone for good.

Place the bait in an area where you know cockroaches will encounter it, such as along baseboards, under the sink, and in corners. It should be as close to the nest as possible, so that as many roaches as possible will eat it and take it back to the nest.

Cockroach Extermination: Insecticide Spray

Get some insecticide that is labelled for use against cockroaches. It is available at supermarkets or in hardware stores.

- Spray wherever cockroaches may be hiding or entering the house, including along walls, in cracks, and in vents.
- Keep pets and children out of the way when you are spraying, and follow all safety instructions on the product's label.
- If you're also using roach bait, don't spray near the bait. The spray may contaminate the bait and cause roaches to stay away from it.
- Using spray against cockroach's works to keep them out of sight for the present moment, but it can also serve to drive them further into your walls and make the problem worse. It's important to treat the nest as well as killing roaches on site.

BE AWARE

When arranging maintenance yourself, you must be aware of who is responsible for payment. The owners of rental properties are most often responsible for payments of maintenance invoices, except when;

- Unapproved contractors are used.
- The maintenance work has not been approved in advance.
- The item only required maintenance due to misuse or neglect on the part of the tenant.

In addition to this, should you arrange emergency maintenance and the item could have waited until business hours, the emergency call out portion of the invoice will remain the responsibility of the tenant.



REPORTING EMERGENCY MAINTENANCE

Urgent Repairs

Should the need for an urgent repair arise after hours, on the weekend or public holidays and they match the below list as defined in the Residential Tenancies Act 1997, please contact the appropriate approved trades person:

Plumbing

Plumbable – 0429 222 786

24:Seven Maintenance Solutions 1300 665 577

Electrical

PJ Services - 0417 507 510

I-Lectrics - 0432 681 099

General Maintenance/Building

24:Seven Maintenance Solutions - 1300 665 577

Perfect Building – 0403 653 051

Glazier

Seca Glass – 9753 3047

Locksmith

Patterson Locksmiths – 0411 555 596

Water Faults/Outages

Yarra Valley Water – 132 762

South East Water 132 812

City West Water 132 642

Break Ins

Victoria Police – 03 8851 1111

Urgent repairs means any work necessary to repair or remedy:

- **A burst hot water service**
- **A blocked or broken lavatory system**
- **A serious roof leak**
- **A gas leak**
- **A dangerous electrical fault**
- **Flooding or serious flood damage**
- **Serious storm or fire damage**
- **A failure or breakdown of any essential service or appliance provided by the owner for hot water, cooking, heating or laundry.**
- **A failure or breakdown of the gas, electricity or water supply to rented premises**
- **An appliance, fitting or fixture provided by a landlord that uses or supplies water and that is malfunctioning in a way that results or will result in a substantial amount of water being wasted**
- **Any fault or damage that makes the rented premises unsafe or insecure**

Our trades will invoice us directly where the owner is responsible for the invoice as long as you have followed this process. If not the owner may not be responsible for the repair invoice.