

TENANT TROUBLESHOOTING GUIDE

Before contacting the Landlord with your repair request, please read the repair tips below to avoid an unnecessary call out charges.

All damages and maintenance issues have to be reported to the Landlord as soon as possible.

If a contractor attends to a problem at your home and it is found that it was a fault of your own – you will be charged for the call out.

After Hours Emergency Number: **022 018 4652 or 021 742 730** - Prior to calling this number, please refer to the Tenant Troubleshooting Guide below. Please do not send an e-mail or text if it is an emergency.

ALARM

If you return home and the alarm is either flashing or beeping this may mean there was a power surge to the property.

- Type your alarm code in and wait 20 seconds and then unset the alarm code. This should stop the flashing and beeping.

If the beeping continues then the battery needs replacing. This is not urgent - phone this through to the Landlord who will arrange battery replacement on the next business day.

SMOKE ALARM

When smoke alarms start beeping it is sometimes not smoke or fire, but it can be as simple as just needing the battery changed. Check for smoke first.

DISHWASHER

- Check for power
- Check that the plug at the wall is completely inserted and switch on.
- Check if the safety switch on the wall among all of the other appliance switches is turned on.
- Check that the door is closed properly.
- Check the safety overload switch at the fuse board.

This is not urgent - phone this through to the Landlord who will arrange repair on the next business day.

KITCHEN / BATHROOM SINKS ARE BLOCKED

- Try using Draino to try to free the blockage.
- Try pouring boiling water down the sink.
- You may need to clean the "U" bend? Put a bucket under the pipe, unscrew the pipe under the sink (where possible) remove 'waste' and re-screw the pipe back together. Pour boiling water down the drain.

NO POWER

- Contact your electricity supplier as there may be a fault in your street.
- Check with your neighbour if they have any power.
- Check your fuse box. There may have been an overload and the safety switch has been activated and needs re-setting.
- Check if one of your appliances is faulty, by unplugging all your appliances in the house and plugging them back in one at a time. This tip also can be used if your power is tripping lights or power points in your house.

NO HOT WATER

- Is it gas or electricity?
- Have you arranged for the connection of your gas or electricity?
- If it is a gas hot water system – is the gas turned on to flow through the 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.
- If it is electricity, then please ensure that the hot water cylinder is switched ON at the power point and that the plug is plugged in.
- Check the fuse box and ensure the "hot water" fuse is switched ON.
- Check that the tap that allows the water to flow into the hot water cylinder is turned on – make sure that the tap is turned anti clockwise – for ON.
- Check the cut-out switch in the meter box.
- Check that the switch inside the cupboard, where the hot water cylinder is – is ON

NO WATER

- Check the water flowing into the house from the road. The tap is to be turned anti clockwise to make sure it is fully open. This tap is usually in a blue lidded box found at the front of the property.
- Check the isolating tap that is often positioned under a metal plate in the wall of the garage. This does not relate to all properties.

NO LIGHTS AND POWER POINTS

- Check your fuse box. If there has been an overload, the safety switch may need re-setting.
- Does a light bulb need replacing?

SCREW-IN DOWNLIGHTS / BULBS

When replacing a screw-in light bulb, **DO NOT** screw the bulb too tightly into the light fitting as it causes the bulb to heat up quicker and blow inside the fitting, making it difficult to remove the broken bulb. This will also mean that the light bulbs have to be replaced more frequently.

MICROWAVE, STOVE, OVEN, FRIDGE, WASTE DISPOSAL

All of these are connected via a number of switches that are placed on the wall in close proximity in the kitchen area. The reason these switches are there, is in case of an emergency, so that they can be turned off quickly. Usually they are either on the wall within site or in the pantry – at approximately waist height.

WASTE DISPOSAL / GARBAGE DISPOSAL

- Check to see if it is turned on at the safety switch at the wall.
- Check if the switch under the kitchen bench is on and if the plug is completely pushed in.
- Some models have an air switch on the bench unit. If so please check the unit to ensure that the plastic tube has not become dislodged.
- The "re-set" on the safety switch (overload button) may need to be re-set. This is normally a little red, green or black button underneath the bottom of the garbage disposal unit.
- If the unit is jammed, there is an allen key in a drawer that is placed in the case at the bottom of the unit. Place this allen key in and try turning the disposal unit in reverse. The allen key may also be in your welcome pack given to you at the move-in.

SUPERTUBS

Please ensure correct connections from the super tub to your own washing machine are done prior to using the machine. The first few times that you are using the washing machine, please leave the super tub door open, and check whilst the washing machine is running that the hoses are not leaking. If they are leaking, then please unscrew hoses and re-screw again. If this fails, then please do not use your machine until after we have sent a plumber to replace the thread or washers on the super tub side, which is the owner's responsibility. If your washing machine hose is leaking, then please note that you will need to attend to the repair of your washing machine hose at your own cost.

STOVE ELEMENT NOT WORKING

Check to see if the safety switch on the wall is turned on and also check the fuse. If your stove has elements that can be removed, as opposed to glass top elements, and an element is not working, check the connectors to make sure that they are not loose or dirty. Sometimes pulling the elements out and cleaning them and putting them back in again may fix the problem.

BATH / SHOWER LEAKS

The most common problem in properties is leaking from wet areas e.g. bathrooms, laundries, kitchens into adjoining rooms. A regular check for water leaks is advisable. If the carpet / floor is wet, sponge and dry the area thoroughly and check again after use. Advise the Landlord if it is still a problem.

FAULTY SWITCHES OR FANS

Do not attempt to fix yourself. Do not use switches. Contact the Landlord as soon as possible.

LEAKING FROM TOILET

Regular mopping and turning off the tap between uses is adequate until the tradesperson arrives.

WATER LEAKS

Water bubbling out of the ground could be a serious problem and could lead to further complications. Phone the Landlord immediately.

BLOCKED SHOWER, SINK OR DRAIN OUTLETS

Try the following before contacting the Landlord;

Sinks – Put the plug in, fill the sink with water, using hot water if you think it is blocked with fat or oil, then pull out the plug. The sheer volume of the water may clear the blockage. If this does not work try filling the sink with dishwashing powder and boiling hot water and then pull the plug.

Showers – Remove hair from the shower outlet – a common problem with blocked showers. In most modern homes the outlet can be unscrewed and hair can be removed.

Other Options – Plunge or Plunger – this will clear easy blockages from bits and pieces. Drano from supermarkets will dissolve most fats and may clear any blockages.

Blocked Waste Disposal – Usually has the wrong things put down it. Never put teabags, onion skins, pumpkin seeds, or banana peel into a waste disposal. Remove any solid articles dropped down ... cutlery etc. Once the outlet is unblocked find the reset switch located under or side of the waste unit under the sink. Just push this and the waste disposal should start.

LEAKING ROOF

This can be caused by any of the following;

- Nails lifted, loosening through iron sheets – which they can do over time
- Rusted out iron flashing
- Broken or cracked tiles

NOTE: Rain can get into any of these areas and move across ceiling beams and leak into another area of the ceiling. So it can be difficult even for a plumber to get to the problem straight away.

ELECTRIC GARAGE DOOR NOT OPENING

If the garage door is not opening by remote or button on the wall, this may mean the property has had a power surge. Go into the garage, and then;

Go to the fuse box, and turn all fuses to the OFF position.

Push the TEST buttons (usually 2 or 3 test buttons to push) and reset them.

Switch all the fuses back to the ON position.

Try the button on the wall or the remote. This should get the door to open.

The remote may need new batteries - if this doesn't work then the remote may need replacing.

If the door is still not open you will need to: use the pulley above the light and convert the garage from automatic to manual, and push the door up whilst in manual position.

EMERGENCY MAINTENANCE

Emergency maintenance must be reported immediately. Please contact the Landlord immediately. Remember if it is not an urgent matter it can wait to be reported on the next business day to the Landlord.