



Maintenance Checklist

**BEFORE CALLING US PLEASE CHECK THE FOLLOWING FOR SELF HELP SOLUTIONS TO AVOID UNNECESSARY CALLOUTS.
REMEMBER UNNECESSARY CALLOUTS MAY RESULT IN YOU PAYING THE COSTS.**

If you are concerned about something in the property, please contact us. It is important to advise us promptly when repairs are necessary as failure to do so could result in you being responsible for the damage caused.

After Hours Emergency

If you notice a fire, or your roof becoming loose in high winds – please contact the fire brigade. Other after-hours emergency maintenance must be directed immediately to 021 070 8402. Please note that this person will only be able help you with **emergency** maintenance.

What can you do to avoid unnecessary callouts and costs?

NO POWER

- Have you contacted your Power Company? There may be a fault in the street.
- Has your power been disconnected?
- Have you checked with a neighbour? If in a block of units it may be the Body Corporate that needs to be contacted for action.
- Have you checked your fuse box? There may be an overload and the safety switch has been activated and needs resetting.

KITCHEN/BATHROOM SINK IS BLOCKED

- If there is a major blockage with sewerage overflow call us immediately.
- If the problem is that the sink or shower is taking a long time to drain away the following suggestions could help:
- Have you tried pouring hot water down the sink or using a proprietary drain cleaner such as Draino to try and free the blockage?
- Have you cleared hairs, soap, food etc from the waste?
- You could also try a plunger to clear the blockage.

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 that the hot water switch is turned on?
- Have you check the fuse in the meter box? Has someone turned off the fuse by mistake?

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.
- Has the gas been turned off at the meter?

LIGHTS ARE NOT WORKING OR POWER POINTS ARE NOT WORKING

- Have you replaced the light bulb? Try more than one!
- Have you blown the fuse? Check your fuse box.

STOVE IS NOT WORKING

- There is a manual override on some stoves. The small clock on the left hand side needs to show a hand – rotate the dial to find.
- Has the oven switch been turned off by mistake?
- Check the fuse.

GARAGE REMOTE CONTROL IS NOT WORKING

- Have you checked to see if the batteries have gone flat?
- Have you checked that there is power to the automatic door opener?
- Have you checked that the red lever next to the control box is in the Auto position? If it is on the manual position you can only open the garage door manually.

GARBAGE DISPOSAL IS NOT WORKING

- 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 down on your hands and knees to find the switch. This switch can be activated by an overload and simply needs to be reset.
- If there is a reverse switch, put it into reverse and try again.
- Please note that if you have caused the blockage you are responsible for the cost of repairs.

NOT TURNING UP AT AN APPOINTMENT ARRANGED WITH A TRADESPERSON

- The tradesperson will contact you for access to the property. Should you arrange a time with the tradesperson and then not turn up, or turn up late, you will be responsible for the tradesperson's callout charge.

WATER LEAKS

- Make a point of locating your toby.
- Try to isolate the problem:
- If the leak is coming from the toilet cistern – turn off the inlet valve.
- If a mains pipe bursts – turn off the water supply at the toby.

BUG OR FLEA PROBLEM/CONCERN

- Spray infected areas with insect spray.
- Vacuum regularly. Repeat insect spray
- If problem persists call our office.

KEY/LOCK PROBLEMS

- Misplaced your key:** We recommend that you leave a key with a friend or neighbour in case you lose or forget your key. If you need to you can pick up a spare key from our office during office opening hours. Make sure you ring first to make sure the office is attended. This does not qualify as an emergency – do not call the emergency maintenance number if you have locked yourself out. The emergency maintenance person does not have access to spare keys.
- If you snap a key off in a lock – Contact your nearest locksmith.
- If a lock is sticking – try spraying with CRC or WD40 lubricant.

LEAVING WINDOWS / DOORS OPEN

- If a window or door is left open and blows shut (especially in high winds) and glass breaks or causes damage to curtains, blinds or floor coverings – you are responsible to get this repaired. Please be cautious and thoughtful when leaving windows open. We recommend that you use door stops and window catches.

Hands On in-house maintenance costs are: \$45 + GST per hour. After hours callout \$90 + GST.