

Repairs and maintenance CHECKLIST FOR TENANTS

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

First and foremost – if the item is operated by a remote or batteries, please always replace the batteries first with fresh, new batteries. Especially in air conditioner remotes.

Electric 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.

Gas Hot Water Systems

Check the pilot light is lit. If the pilot light is out, follow these steps to relight.

<http://www.goplumb.com.au/index.php/our-blog/item/234-how-to-relight-your-gas-hot-water-pilot-flame>

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 of 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, hair and/or 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. Make sure your washing machine isn't leaking.

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

- clean filter before every use of the dryer – full filters can cause it not to start
- check the power is on & the dryer is plugged in
- 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 on 13 62 62. 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 coloured 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.

Dishwasher issues

If it is clogged and not draining – please check the filter to make sure there is no food blocking the drain. Also run through some rinse aid as some food may be blocking the pipes. Always ensure you are removing excess food thorough from plates & dishes before putting them in the dishwasher.

If the cycle is not completing – ensure your dishes are not too high and stopping the fan blade from spinning.



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MAINTENANCE REQUEST FORM

All general and urgent maintenance must be reported to our office in writing. In order for a repair to be attended to, please complete and submit this form via fax, post, email or deliver to our office. Should you not report a maintenance issue and the problem escalates, then you will be liable for all associated repair costs.

Date: _____ Phone No: _____

Address: _____

Maintenance Issue: _____

Make and Model of appliance: _____ Gas / Electric (please select)

I hereby authorise RE/MAX Integrity, its employees and contractors to use the keys to the above property held by RE/MAX Integrity to gain access to, investigate and if applicable, carry out the repairs at the above property without the need for further notice to me.

I do not authorise RE/MAX Integrity, its employees and contractors to use the keys to the above property held by RE/MAX Integrity and undertake to personally provide access to the property at a time to be advised by RE/MAX Integrity contractors. I freely acknowledge that if I make such arrangements and then fail to provide access to the property, I will be personally liable for any charges made by RE/MAX Integrity contractors for travelling to and from the property.

I acknowledge that my contact information may be provided to either the contractors engaged by RE/MAX Integrity or the owner of the property to facilitate contact in order to carry out the repairs and that I have read and understand the maintenance checklist and if the maintenance issue is deemed to be through fault of my own or my appliances, then I am liable for all associated repair costs.

Tenant(s): _____

Signed: _____ Date: _____