



## URGENT MAINTENANCE

is defined as work needed that does not present an immediate threat to the health and safety of the residents or the property but, if not corrected soon, can result in injury, damage, loss or major inconvenience.

### Examples of urgent maintenance...

- Clogged sink or drain
- Blocked toilet (where a second is available for use within the property)
- Blocked pipes, shower or sinks

### What is NOT urgent

- Air conditioning not working
- Stove or oven not working
- Reticulation repairs (MUST hand water in the interim)
- Faulty TV reception / antenna problems
- Pest Control
- Blind repairs
- Non entry door locks
- Fence repairs
- Leaking taps

### WHAT TO DO

1. Email your Property Manager with supporting photographs
2. Follow up with a phone call

### After Office Hours

Please put request in writing to your Property Manager and follow up in office hours with a phone call 6380 2200. A suitable tradesperson will be engaged within 48 hours.

### Remote Garage Door Won't Open

1. First check the batteries on your remote control and replace if necessary.

If opening to leave the premises and the door won't open you may be able to open the door manually with a pull cord. If all else fails telephone the door manufacturer/installer, their numbers are normally listed on the motor inside the garage. For further guidance only (other than the manufacturer) ring:

Brett from ASAP Garage Doors 0413 708 264



## ROUTINE MAINTENANCE

is general upkeep of the property and is defined as work needed that does not present an immediate threat to the health and safety of your family or the property.

### Examples of routine maintenance...

- Air conditioning not working
- Repairing a non-functioning dishwasher
- Rehang closet door
- Faulty washing machine (When lessor has supplied)
- Stove or oven not working
- Leaking taps
- Faulty TV reception/antenna problems
- Pest control
- Blind repairs
- Non entry door locks
- Fence repairs
- Reticulation repairs (MUST hand water in the interim)

### WHAT TO DO

1. Email your Property Manager with supporting photographs
2. Property Manager will acknowledge your email
3. Property Manager will discuss maintenance with lessor
4. Lessor makes decision on routine maintenance
5. Property Manager updates you with outcome

### After Office Hours

Please put requests in writing to your Property Manager. These requests will be reported to the lessor within two business days of receipt of email. We will await the lessor's authorization for action.

### Pest Control

The removal of ants, mice, rats, cockroaches, flies, silverfish, earwigs are all the responsibility of the tenants and the lessor is not obliged to pay for treatment and the Agent suggests you purchase bombs/baits to treat infestation.

### Bees

If you are allergic to bees and as such believe your life is in danger we suggest you contact:

Tom from Bee Man 0417 976 134

Any work undertaken will be at the tenant's cost.



THE PROPERTY EXCHANGE

# MANAGING MAINTENANCE AT YOUR PROPERTY



## LOST KEYS OR KEYS LOCKED INSIDE HOUSE – CLASSIFIED TENANT RESPONSIBILITY

After hours, you may contact a locksmith however this will be at your cost.

PLEASE DO NOT ATTEMPT TO CONTACT YOUR PROPERTY MANAGER OUT OF OFFICE BUSINESS HOURS IF YOU HAVE LOCKED YOURSELF OUT OR IF YOU HAVE LOST YOUR KEYS, WE WON'T BE RETURNING TO THE OFFICE AND COLLECTING KEYS FOR YOU.

Call one of our suggested locksmiths.

If the locks are changed you will need to supply The Property Exchange with a copy of the keys, please also report to your Property Manager the next working/business day.

### LOCKSMITHS

Amco Locksmiths 9444 2089

A1 Locksmiths, Mobile Service 9370 2943

## CONTRACTORS

### PLUMBERS

Colin from Mr. Blockage 0415 478 648

Dan from Bengier Plumbing & Gas 0408 872 608

Joe from Plumbing Bros 0499 745 110

### ELECTRICIANS

Tom from Iluka Electrics 0422 440 588

Mitch from The Electrical Group 0422 265 745

### GLAZIERS

GT Glass 9331 1499

Wanneroo Glass 9309 1962

Stirling Glass 9445 2388

### WATER EXTRACTION FOR CARPETS

Lee from Elemental Specialized Cleaning Services 0414 924 625

Airlite Group 9443 6789

Mirtza Services Pty Ltd (24 hour emergency service) 9201 9935



## EMERGENCY MAINTENANCE

is defined as work that is for an essential service or is an immediate threat to the health and safety of the residents or the property and must be corrected immediately.

### Examples of an emergency...

- Burst water services / flooding
- Broken hot water system
- Blocked sewerage
- Gas leaks
- Electrical fault
- Serious roof leaks
- Electrical faults causing damage or endangering lives
- Damage caused by storms, fire or flood
- Blocked toilet (when there is only one toilet at a property)
- Malfunctioning refrigerator (if belonging to the lessor and part of tenancy)

### What is NOT an emergency

- Air conditioning not working
- Blocked toilet (if there is more than one toilet at the property)
- Stove or oven not working
- Blocked pipes, shower or sinks
- Reticulation repairs (MUST hand water in the interim)
- Leaking taps
- Faulty TV reception/antenna problems
- Pest Control
- Blind repairs
- Non entry door locks
- Fence repairs

## WHAT TO DO – FIRST & ALWAYS CALL THE OFFICE 6380 2200

### After Office Hours

You must always first attempt to contact the Property Manager on call on 6380 2200 to report the fault and seek their instruction. After hours your call will initially be received by a messaging service. We cannot guarantee our Property Manager will be available after hours, therefore, when you are faced with an emergency situation and you have contacted The Property Exchange on 6380 2200, and if you do not receive a response within a reasonable timeframe from our on-duty Property Manager – only then can you engage a contractor in an emergency. Please refer to our instructions and contractors outlined in this pamphlet:

### Hot Water System stops / not working upon arrival

#### Gas Hot Water System

1. Check that the pilot light is on. Have you checked the meter box that the gas is switched on?
2. You can seek telephone guidance from one of our plumbers listed. If still not working and a fault is evident you can call one of our plumbers listed

*\*\* Please note that if no fault is found or a simple process that could have been completed by you as the tenant would have alleviated the issue, i.e. lighting the pilot light, you as the tenant will be liable for payment of the account.*

#### Electric Hot Water System

1. Check that all switches are turned to ON in the electrical meter

box. If they are not switched on please switch them back on and check if the hot water system is now working

2. You can seek telephone guidance from one of our electricians listed. If still not working and a fault is still evident you can call one of our electricians listed

*\*\* Please note that if no fault is found or a simple process that could have been completed by you as the tenant would have alleviated the issue, you as the tenant will be liable for payment of the account.*

### Blocked Toilet

If there is only one toilet on the property and it is unable to be used at all, please call one of our plumbers listed.

*\*\* Please note that if the fault is as a result of tenant negligence i.e. hair blockage or foreign object in drain, you as the tenant will be liable for payment of the account.*

### Gas Leak or Burst Water Pipe

If you have a burst water pipe you must turn off the water mains immediately. Please contact one of our plumbers listed.

If you have a gas leak, please turn off the gas at the mains immediately. Please then contact Alinta Gas Faults on 13 13 58 or if they are unable to assist, please call one of our plumbers listed.

### No Power

1. Have you paid your power bill?
2. Contact Synergy on 13 13 53 to see if there is a fault in the area
3. Has your RCD tripped? – Switch RCD back on, RCD trips again?

If turning the RCD back on does not alleviate the issue you must then:

- Turn off all RCDs in the meter box (leave off)
- Then go through the whole house and unplug all appliances from the power points. Make sure switches are all in the off position
- Go back to meter box and turn back on all RCDs one at a time
- Then one at a time, plug back in each appliance and turn on at the power point

*\*\* This may resolve the issue, or you may find that for example that when you plug in your fridge – this then trips the power, therefore a fault with the fridge.*

4. Completing the above processes may save you being liable for paying an electrician's invoice, if it is one of your appliances tripping the RCD or simply a matter of switching back on your RCD
5. All above scenarios completed and there is still an issue you can call one of our electricians listed

*\*\* Please note that if no fault is found or a simple process that could have been completed by you as the tenant would have alleviated the issue, you as the tenant will be liable for payment of the account.*

### Severe Storm Damage

1. If a person is injured call an ambulance on 000
2. Contact the Property Management Team 6380 2200
3. Call SES (State Emergency Services) on 1800 199 084
4. If there are burst water pipes turn off the water mains and call one of our plumbers listed
5. If there is electrical damage turn off the electrical mains and call Western Power 13 13 51 or one of our electricians listed
6. If there is water damage to the carpets call our suggested water extractor companies listed
7. If there is any structural damage to the house, flooding or electrical problems do not stay in the house
8. Your Property Manager will contact the building insurer the next

business day who will send an assessor to attend to any structural repairs

### Break In

1. Contact your local police station and report the break in immediately
2. The police will give you a police report number – you must provide this report number to The Property Exchange the next business day. If a police report number is not available to the lessor for insurance purposes, you the tenant may be liable for the cost of the repairs
3. If the property isn't secure (broken glass or lock – now classified as an Emergency) call the after-hours number 6380 2200
4. If for some reason you are unable to speak to your Property Manager or do not have a return call within a reasonable period of time you may contact one of the glaziers and/or locksmiths listed
5. You may instruct the glazier and/or locksmith to forward the invoice directly to our office. If you paid the invoice while the contractor was on site, please forward the invoice to your Property Manager

### Impact to Building by Vehicle

1. If a person is injured call an ambulance on 000
2. Contact the Property Management Team 6380 2200
3. Call the police and obtain a police report number
4. Call SES (State Emergency Services) on 1800 199 084
5. If there are burst water pipes turn off the water mains and call one of our plumbers listed
6. If there is electrical damage turn off the electrical mains and call Western Power 13 13 51 or one of our electricians listed
7. If there is water damage to the carpets call one of our suggested water extractor companies listed
8. If there is any structural damage to the house, flooding or electrical problems do not stay in the house
9. Your Property Manager will contact the building insurer the next working day who will send an assessor to attend to any structural repairs

### Malfunctioning Refrigerator - belongs to Lessor and part of tenancy

If a fault occurs with the fridge at the property and this is included as part of the tenancy, you can call Ed The Fridge Man 9457 5956

### Power Lines Fallen Down

Call Western Power immediately on 13 13 51

### Fire

Leave the house and call 000 immediately

### IMPORTANT NOTES

1. If you choose to go ahead with a repair that is not classified as an emergency then the lessor is not obliged to pay for any expense incurred
2. Damage or loss caused by you or a visitor to the property is not claimable from the lessor/agent
3. We highly recommend tenants have their own contents insurance as the lessor's building insurance does not cover the tenant's personal belongings