



Real Estate

Property Maintenance Handbook

Tenants Guide to Property Maintenance with
ELDERS MAWSON LAKES

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WELCOME TO YOUR GUIDE ON PROPERTY MAINTENANCE WITH ELDERS MAWSON LAKES.

This guide has been designed to assist you with Property Maintenance and should be your first point of contact before reporting maintenance.

We take a proactive approach to managing maintenance to ensure the property you rent is maintained in good repair, as instructed by our landlords. The identification and prioritising of maintenance in all properties managed by our office is something we take very seriously. Repairs that require attention, identified by you, tradespeople and your property manager are detailed and processed using the advanced “Maintenance Manager” software program.

As an approved occupant of a rental property managed by our team, you will be able to lodge your maintenance requests and view the status of your request via the free Tenant Maintenance Reporting App or via our Tenant Maintenance Web Portal

IN THIS GUIDE:

1. Emergency Maintenance
2. How to report maintenance via Maintenance Manager APP
3. Maintenance Tips & Troubleshooting
4. Locked keys in property / lost keys



**IN THE EVENT OF A LIFE THREATENING EMERGENCY PLEASE CALL
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WHAT TO DO IN AN EMERGENCY?

**STAY CALM AND ENSURE THERE IS NO IMMEDIATE DANGER TO YOURSELF, YOUR
OCCUPANTS AND THE PROPERTY.**

Sometimes you may be faced with an emergency situation. An emergency is defined as something that may cause harm.

If emergency maintenance arises during business hours and you have referred to the troubleshooting tips, you must contact our office (with a following written request through Maintenance Manager). Please ensure to follow the appropriate steps listed in this handbook, including any troubleshooting tips and hints, before contacting our office. Your request will be attended to on the same day within 3-6 hours, depending on the emergency.

Your property manager can only guarantee to be contacted during normal business hours (9am – 5pm Monday to Friday). Therefore if you are faced with an emergency situation after business hours, listed in this handbook is information on items that are classified as an emergency situation and instructions on how to deal with that emergency without the assistance from Elders Mawson Lakes.

Please note that all emergency maintenance requests must be logged via Maintenance Manager (via the app or online). Submitting via Maintenance Manager will enable allocation to a tradesperson.

IS IT REALLY AN EMERGENCY?

EXAMPLES OF EMERGENCY REPAIRS - requests which are considered dangerous and pose a threat to the property and/or occupants including but not limited to:

- Broken or burst water pipes
- Blocked toilet (only if a 2nd toilet is not available)
- Serious roof leak
- Serious gas leak
- Dangerous Electrical Fault
- Serious storm, fire or impact damage
- Flooding or serious flood damage
- Smashed glass (cracks are considered PRIORITY)
- TOTAL Failure or breakdown of gas, electricity or water services to the property
- TOTAL Hot Water Service failure on a weekend or long weekend only (during business days it is considered as a PRIORITY Maintenance) – lukewarm water or water going cold during a shower is not considered an emergency
- Fault or damage making property unsafe or insecure
- Fault likely to cause injury, damage, or extreme inconvenience

Please Note: It is always important to know the difference between an emergency or general repair. Getting this wrong may be costly to the tenant if the repair is conducted afterhours. More information on what constitutes emergency repairs can be found in the Consumer Affairs Tenancy Handbook. If you go ahead with a repair that is NOT classified as an emergency, the owner is NOT obliged to pay for any expenses incurred.

PRIORITY REPAIRS: approx. 2-3 business days– requests which are considered as serious. Examples include:

- Blocked toilet (when a second toilet is available)
- Broken or malfunctioning EXTERNAL locks (internal locks are considered “General”)
- Temperature issues with Hot Water Service
- Hot Water Service Failure on a business day
- Minor leaks or appearance of water stains
- Cracked glass, tiles, floorboards

GENERAL REPAIRS: approx. 14-20 business days– requests which are not considered as Emergency or Priority and generally resulting from normal wear and tear. Examples include:

- Dripping or leaking taps (please note water loss is absolutely minimal)
- Repair of appliances e.g. stove top, oven, dishwasher, range hood/exhaust fan
- Repairs of doors or cupboards to kitchen/bathroom and bathroom fittings
- Loose door handles, door stoppers
- Repairs to window treatments including curtains, blinds
- Replacing downlights / lights

For all repairs please log your request through **Maintenance Manager**. Once received, your request will be forwarded to the Landlord for their instruction. Once instruction has been received, you will be notified via email and the requested contractor will contact you to make a suitable appointment. **OUR OFFICE DOES NOT ACCEPT MAINTENANCE VIA PHONE OR EMAIL.**

Please note that Maintenance Manager is not a third party contracting company or trades advertising service. It is a property maintenance software system that enables us to address your maintenance requests by forwarding it to the landlord, issue quote requests and work orders and to track property maintenance.

You cannot stop paying rent to “force” the landlord to undertake repairs. This is a breach of your Tenancy Agreement.

HOW TO REPORT MAINTENANCE THROUGH “MAINTENANCE MANAGER”

Search for “Tenant Maintenance Reporting” App from the Google Play store or the Apple App store and download for *FREE*

OR

Visit our website www.eldersmawsonlakes.com.au to lodge maintenance issues online using the Tenant Web Portal (Located under our Property Management Tab)

First time users:

Create your own account using your email address (provided to Elders Mawson Lakes as the primary email contact) and selecting a unique password.

When a maintenance issue is identified:

- Open the Tenant Maintenance App or Tenant Web Portal
- Click Report an issue on the app or complete the form on the web page
- Select the type of issue
Write a detailed, specific description(or use voice to text input on your mobile)
HINT: Don't just put leaky tap, is it the hot or cold tap, shower or bath etc. The more detail the better!
- Take a photo(s) or add a file (if required)
- Select the severity, or urgency of request using the guide provided
- Press Send Request

TROUBLESHOOTING HINTS AND TIPS

Total loss of Power

- Is the electricity supply connected under your name?
- Have you paid your Electricity Bill?
- Check whether your neighbors have also lost power. If they have lost power, contact SA Power Networks on **13 13 66** or online www.sapowernetworks.com.au to check for outages and/or planned works in your area
- Check the safety switch (or RCD switch) in your power box. This may have tripped because of a fault with one of your appliances. If so, reset the switch. If it trips again, unplug ALL appliances from power points – it is important to unplug rather than just switching them off. Reset the safety switch and plug in appliances one at a time until faulty appliance is located.

NOTE: Tenants will be required to pay for call outs where a faulty appliance belonging to the tenant has caused the problem.

Partial Loss of Power (e.g. power points only, no lights)

- Have you changed the light globe if you have no light?
- If one power point is not working - check that the appliance in use is not faulty by trying it in another outlet
- If all power points are not working – check the supply circuit breaker in your meter box. This may have tripped because of a fault with one of your appliances. If so, reset the switch. If it trips again, unplug ALL appliances from power points – it is important to unplug rather than just switching them off. Reset the safety switch and plug in appliances one at a time until faulty appliance is located.

NOTE: Tenants will be required to pay for call outs where a faulty appliance belonging to the tenant has caused the problem.

No Hot Water (Gas)

- Do you have a gas cook top? If you do and there is also no gas coming from the hobs, there may be an issue with the GAS SUPPLY (refer to the relevant sub-heading in this section)
- Has the pilot light gone out? Follow the instructions on the hot water unit to reset the pilot light
- Is your unit Instantaneous? Check that the Gas Isolation Valve is switched on.
- If you have an Instantaneous unit, and you find your water is going cold during a shower, you may simply need to adjust the pressure of the hot water (i.e. turning it on more)

No Hot Water (Electric)

- If your supply of hot water is not hot or not lasting long, the problem may be as simple as you have run out of hot water. You should regularly “top up” the tank. Refer to the instruction manuals provided however a quick guide is as follows
 - Locate the filler valve on the side of the hot water system and lift the lever until water flows from the overflow. This may take up to 10 minutes before the tank fills. As soon as the water flows from the overflow, the valve can be shut off
- If water flows from the overflow immediately, the unit does not need topping up and the pressure valve can be lowered back into the off position. Check your supply circuit breaker in your meter box is switched on.
- Check the water tap on the hot water system is turned on.
- Is your electricity account on night rate off peak? – if so, you would only have a limited supply of hot water as the system only reheats at night and not during the day. To change this you will need to contact your electricity provider as you are the account holder (it usually means an increase in your electricity account)

No Water supply

- If you have no water coming out of any taps, first check your water meter tap has not been turned off by a passer-by.
- Check whether your neighbors have no water, if they don't, SA Water may have isolated the water supply. Call the Faults line on **1300 883 121**
- If the supply is restricted to a certain area in the property, please check that the isolation tap in that area has not been accidentally switched off

No Water supply to Toilet and Garden Taps Only

- Some suburbs are serviced with Recycled Water (indicated by Purple taps and Piping) and this services garden taps and toilets. You may not have water in the toilets or garden taps, but still have water coming out of other taps in your kitchen, bathroom etc.
- First check your RECYCLED water meter tap has not been turned off by a passer-by.
- Check whether your neighbors have no recycled water, if they don't, SA Water may have isolated the recycled water supply. Call the Faults line on **1300 883 121**

No Gas Supply

- Do you have a Gas Account? Have you paid your last account?
- Majority of gas supply related issues are due to your gas provider working on a fault. Please contact your provider to confirm if gas supply has been disconnected due to works occurring in your location.
- In the case of a Gas Leak, shut the gas emergency control valve in the meter box. If the smell of gas is inside open all doors and windows to the property to air out. Contact your energy/gas provider immediately and advise of the location of the gas leak.

Blocked Drains

- Have you cleared hairs and old soap from the waste and “u” bend? Put a bucket under the pipe, unscrew the pipe under the sink (where possible) and remove the hair/old soap build up then re-screw the pipe back together.
- Have you tried pouring boiling water down the sink to free up old soap and hair?
- Have you tried using some Draino to try and free the blockage?
- Have you removed old food from the kitchen waste and poured boiling water down the drain?

Note: Do not pour fat and oil into the drain as these will clog up the pipes.

Plumbing Leaks

- If you have a minor leak from a tap or from a pipe under a sink, place a bucket under the leak
- If you have a major leak, turn the water off at the meter to prevent further damage or water wastage
- Water bubbling out of the ground or a continually wet section of your yard may indicate a burst pipe. Turn of water at the meter to prevent damage and water wastage
- If you locate water leaking from wet areas (e.g. bathrooms, laundries, kitchens) into adjoining rooms and the floor is wet, sponge and dry the area thoroughly and periodically check the area

Leaking Toilet

- If your toilet cistern is running on after flushing, turn off the tap beside the toilet between uses until the tradesperson arrives.
- If your toilet is leaking water onto the floor, regularly mop the area until the tradesperson arrives.

Burst Pipes

- For a burst pipe inside the property, turn off the water at the mains (typically located at the front of the property). Soak up any water and remove any items from the area to prevent damages.
- For a burst pipe outside the property, within the front or rear garden, turn off the water at the mains
- If the pipe that feeds to the water meter has burst, or the burst is on the street, please contact SA Water immediately - Call the Faults line on **1300 883 121**

Stove top not working (Gas and/or Electric)

- Is the stove top plugged into the wall socket? (the socket is usually located in the cupboard on either side of the cooktop)
- Check that the hobs are not loose or dirty. Remove the hobs, clean with soapy warm water and put back together. This tends to fix the problem if gas is coming out but it not igniting.
- Check your supply circuit breaker in your switchboard is in the ON position.

Oven not Working (Electric)

- Is the oven plugged into the wall socket (the socket is usually located in the cupboard on either side of the oven)?
- Is the isolation switch for the oven in the ON position? The isolation switch is usually located as a single switch on the kitchen splash back
- Is the automatic/manual knob in the manual position (“hand”) or is “On time” selected in the Automatic position? This knob is located on the top front of the oven and looks like a timer and will have a picture of a hand. This is a safety mechanism that switches off the oven after a time has been set. Refer to your instruction manual.
- Check your supply circuit breaker in your switchboard is in the ON position.

Dishwasher

- If your dishwasher is not working i.e. no sound, water or lights, please check the following.
 - Have you been rinsing your dishes before loading in the dishwasher?
 - Have you cleaned the filter?
- Please note that plastic will not dry completely during most dishwasher drying cycles
- Have you checked that the power point is in the ON position (usually located in the cupboards under the kitchen sink).

Garage Door / Remote

- Have you changed the batteries in the remote? Change the batteries and re-code the garage remote following the instruction guide if required
- Have you checked that the garage motor is plugged in and switched on?
- Check the switch board for a tripped circuit or safety switch, and re-set if required.
- In the event of a black out, you can manually open the roller door without power by following these simple steps
 - Locate the emergency cord to disconnect the door from the garage door opener (this cord usually has a red handle, or red ball, and will hang down from the garage motor or center railing)
 - You can then open and close the door as required.
 - When the power is re-instated, ensure the door is closed and press the garage remote and this will automatically re-instate the door to the motor
 - Please refer to your instruction manuals for further assistance.

Air-conditioner

There are several issues that can affect your air-conditioner. During the summer months, it will take longer for an air-conditioner tradesperson to attend and conduct any repairs, and there is always a lengthy waiting period for spare parts that is above and beyond the landlords or agents control.

Below is a guide to the most common issues reported to Elders Mawson Lakes and should be approached before engaging a tradesperson.

- The air-conditioner unit will not turn on – the outdoor compressor is not working
 - Check that the outdoor compressor / unit is plugged in and in the ON position
 - Check if the safety switch has tripped in the fuse box and reset if required, If the AC is not on a separate fuse, there may be a power overload and you may need to unplug other appliances when in use
- The remote to the split air conditioner is not working
 - Confirm that the batteries in the remote are not flat. Change the batteries
 - Ensure that the polarity (+,-) of the batteries are correct
- The air-conditioner is blowing out hot air (when you require cool air)
 - Check the thermostat and ensure that the unit is in COOLING mode and the temperate is set to a cool (please confirm with your instruction manuals how to change this – and ensure it is no lower than the recommended degrees)
 - Check that the filters are cleaned and free from dust and debris. For a split, open the unit and remove any dust/debris. For ducted units, remove the air return vent filters and remove all dust / debris).
 - Clean filters regularly
 - Ensure that the outdoor units are cleaned, debris free and not covered
 - You may need to re-set the unit (see the relevant sub heading)

- The air-conditioner is blowing out cold air but the house is not cooling down
 - If the AC is switched on during the day/late in the afternoon in excessive heat, it will take much longer to cool the house and generally AC's will only be capable of cooling 10oC (approx. guide). If you are not home during the day, ensure that all curtains are closed and lights switched off to reduce heat in the home.
 - When in use, minimize the heat within the home by closing all curtains, turning off lights, and reduce the use of appliances that generate heat e.g. oven
 - Keep doors closed to rooms that don't require cooling to reducing the space that requires cooling
 - The use of pedestal fans is suggested to help circulate air.
 - Ensure to drink plenty of cooled water.
- The air-conditioner doesn't operate for 3-5 mins when it is turned on
 - This is normal as it protects the unit according to the manufactures instructions. Please wait and the unit will commence working.
- The air-conditioner stops working during the heating operation
 - The outdoor unit may be in defrost mode (usually it is indicated on the control panel on ducted units but may not be indicated on split units). This occurs when the temperature outside is too low and the humidity is too high, resulting in frost
 - Leave the unit and please wait and it will resume within 10 minutes.
- The air-conditioner is discharging mist
 - This is also normal. The cool air from the unit rapidly cools moisture inside the room and this turns into mist.
- In the event that you may require to reset the air conditioner, please refer to the instruction manuals. A quick guide to manually re-set the unit
 - Turn the AC off at the remote (SPLIT) / control panel (DUCTED)
 - Turn AC Unit off at the isolation switch by the outdoor unit
 - Turn off the switch at the switch board
 - Leave the unit off for one hour to allow the power board to de-energise
 - Turn the unit on at the switch board, outdoor unit and remote/control panel and check settings.

Locked Keys / Lost Keys

- In the event that you lock yourself out of your property
 - During business hours (9am – 5pm Monday to Friday), subject to agent availability, an agent may unlock the premises at the prescribed call out fee.
 - After hours, please contact Salisbury Locksmith on **8349 0899** or Express Locksmith on **8260 3376**. This is the cost of the tenant.