

TENANTS GUIDE TO MAINTENANCE



Tenants as well as landlords have a responsibility in relation to the maintenance of a rented property.

You are encouraged to read this booklet and be aware of your responsibilities in relation to cleaning and maintenance and how you can assist your Property Manager in dealing with maintenance issues.



**Real Estate
Gawler**

Reporting Maintenance

All general repairs and maintenance requests must be in writing. Requests can be sent via the 3 options listed below. Please ensure they include name, address, contact details and nature of the required repairs including the make and model of any appliances.

All repairs will be attended to as promptly as possible, however it is often necessary to obtain the landlords approval and/or quotes before work can commence. If for any reason you do not hear from our office within 24 business hours, please call to clarify.

If you fail to keep an appointment that has been agreed between yourself and the tradesperson, you may be required to pay for the contractors call out fee and/or any time they are kept waiting.

Where a repair request is reported to our office and it is found to be caused by neglect from you or any visitors, you will be responsible for payment of the account. For example, power failure due to one of your faulty appliances, or a foreign object blocking toilet drainage.

If you have any concerns about work performed at the property or should a contractor advise that they need to re-attend to finish a job and you do not hear from them, please advise your property manager straight away. This will make it easier to follow up with the contractor.

How to report Maintenance

Email to rentals@eldersgawler.com.au

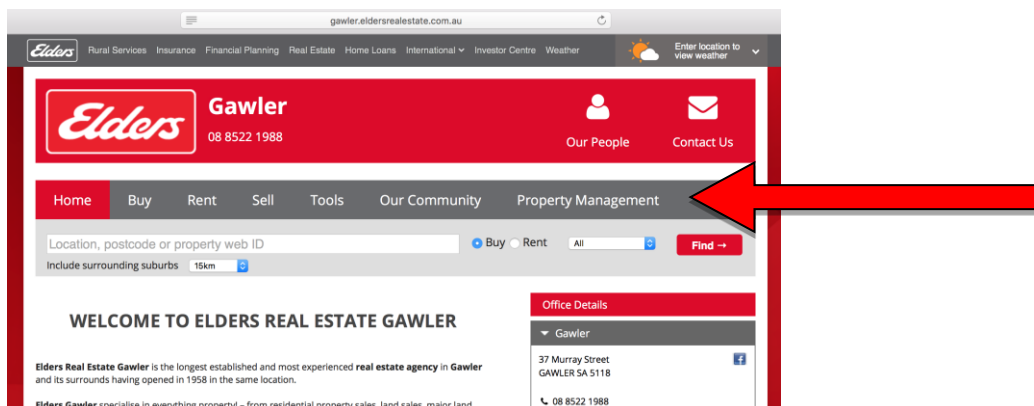
When emailing maintenance please give as best description of the issue, make and model (if an appliance, air conditioner etc.) and attach a photo if possible.

Advise us of your instructions regarding arranging access so that we can process your request quickly and our tradespeople can schedule your job in. The quickest way to have repairs attended to is by allowing access for the tradespeople, you can do so by giving authority to use the agency's keys to enable the required Tradesperson to access the property.

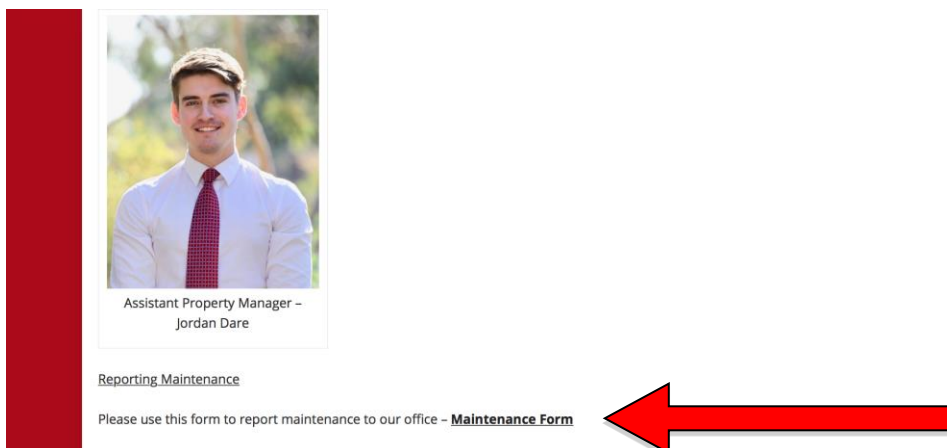
On-line

Step 1. Go to www.eldersgawler.com.au

Step 2. Click on the **Property Management** tab in the menu bar



Step 3. Click on **Maintenance Form** at the bottom of the page.



A supply of these forms is included in the folder you received at the time you signed the lease. These forms can be used if you do not have easy access to the internet. Complete the form and drop it off at the office or via fax (08) 8523 0578. It can also be used to report maintenance at the time of a routine inspection. Simply complete the form and leave it on the kitchen bench where it will be noticed by the Property Manager.

Emergency Maintenance

We understand that there are times when emergency maintenance is required after hours. However, there is a difference between an emergency and an inconvenience. It is an emergency when immediate attention is required to ensure both safety of the occupants and that no additional damage occurs to the premises.

Should an emergency repair be required **after hours** then you need to contact

0425 174 688

Other **Emergency assistance numbers:**

Flood & storm response – SES 132 500

Police Assistance – 131 444

EXAMPLES OF EMERGENCY SITUATIONS:

- Water pipes have broken or burst
- Blocked or broken toilet (if a second toilet is not available) (see special note in regards to water supply)
- Serious gas leak - Call Envestra 1800 808 526
- Dangerous electrical fault, dangerous power point, loose live wire etc;
- Flooding, rainwater inundation inside the property, or serious flood damage
- Serious storm, fire or impact damage (i.e. impact by a motor vehicle)
- Failure or breakdown of the gas, electricity or water supply (see special note in regards to water supply) to the premises
- Failure or breakdown of an essential service or appliance on the premises for water or cooking
- Hot water service failure on a weekend, or long weekend (this would not be considered an afterhours emergency if this occurs on a week night)

Water Supply

If your maintenance is in regards to water issues eg water from taps is very dirty, no water at all (mains water), toilet not flushing due to no water (recycled water) please contact SA Water first on their faults line 1300 883 121 to ensure that there is no SA Water issues in the area first before contacting our office or the emergency contact. If a plumber is called to the property and it is found to be an SA Water issue, the invoice which may include an after hours call out fee (approx \$300) will be the tenants responsibility.

Remember – most service calls can wait until the next working day

- If there is a water leak – turn the water off at the mains
- If there is no power or lighting – check your fuses/circuit breaker
- If you call the after hours contractor and it is not an emergency, you may be charged for additional costs.

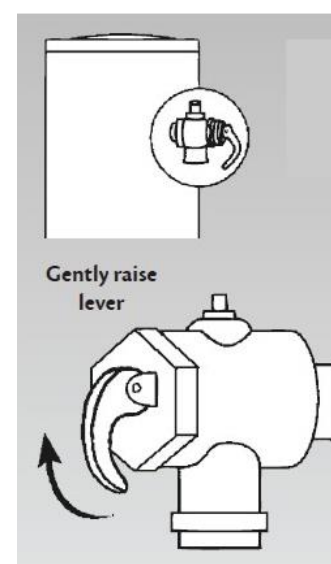
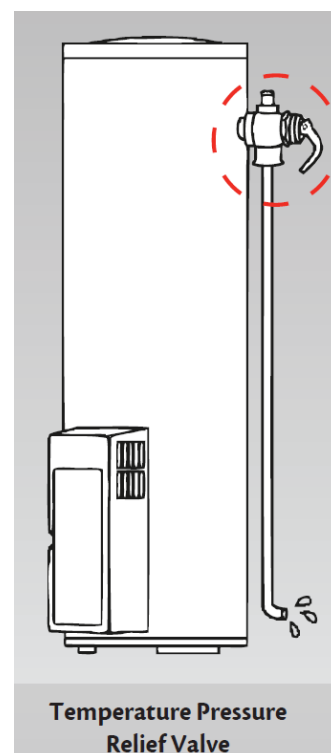
Hot Water Service Issues

No hot water – Please check the meter box to ensure the hot water switch is turned 'ON'. If the hot water service is gas, check the pilot light is igniting and burning. Relight the pilot light according to the instructions on the inside of the access cover. If the pilot is not lighting, check that there is gas to the hot water heater. Check that the isolating valve on the gas line is turned 'ON'. Furthermore, check to see if there is gas being supplied to the rest of the house. If there is no gas, call your gas supply company (have you paid your bill?)

If hot water service is on one tariff, you may need to wait until reheated. Check the hot water service to ensure it has not leaked or split. If you are still having problems once you have completed this, please notify our office asap and we will arrange for repairs.

Hot water but only a short supply – If you have a number of people living in the property, you may need to change tariffs with your energy supplier. Your hot water is supplied on 2 different tariffs, one is heating all the time and the cheaper tariff only heats after 11.00pm. Some people change tariffs in winter to ensure continuous supply of hot water. Should you wish to do this you will need to call your own energy supplier to arrange this.

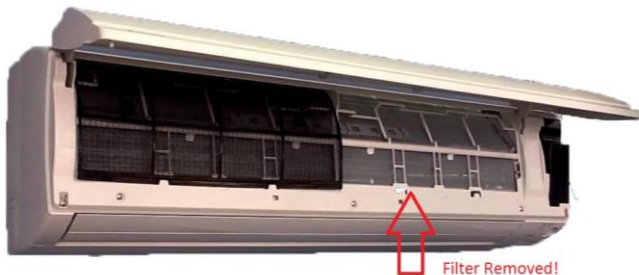
Pressure Relief Valve (storage tanks only) – testing is recommended every 6 months. To test the valve to ensure its working properly, simply raise and lower the test lever several times. There will be an outlet pipe from the hot water service to the ground, please watch this pipe. Steam and then water will flow from this pipe.
WARNING: Do not place your hands/feel etc under this pipe as the water can be extremely hot. When this occurs keep pulling the handle until water flows freely from the pipe. This will allow the unit to fill with water. You will need to repeat this for a couple of days to ensure the tank fills to the top with water to enable the unit to operate correctly.



Air Conditioning System

Temperature Settings – Cooling is ideally set at around 23C to 25C. Every degree lower will increase the running costs. Heating is ideally set to around 18C- 20C.

Cleaning filters – Filters require regular cleaning. As filters accumulate dust they block up reducing airflow of the cooling or heating of the air conditioner. The filters are located in hinged filter frames attached to the return air grille. Clean the filters every month by carefully vacuuming the pad and every three months remove filter and give it a wash in warm soapy water. Please note that a poorly maintained system can cause problems with efficiency and operation of the unit and in some cases can void the warranty. If an air-conditioning technician is asked to attend to a repair, and the cause is found to be due to blocked or dirty filters, repair costs may be charged.



Resetting the air conditioner – Certain faults are often caused by power surges and blackouts. If your system has a fault this is a good first step. Switch the air conditioner off at the main power switch or at the fuse/circuit breaker, wait about 15 seconds after the air conditioner has turned off before turning the main switch back on. You may need to wait up to 5 minutes for the compressor to turn on. If the air conditioner still does not seem to work, it may be faulty and you will need to notify the office so we can arrange for a tradesperson to attend.

IMPORTANT: PLEASE BE AWARE - In peak summer or winter periods, there may be a longer than expected wait for attendance to faulty air-conditioner or heating problems. It is recommended that these appliances are checked for correct function in the lead-up to the peak season so that any issues can be addressed earlier avoiding unnecessary delays.

Laminate Timber Flooring

Simple steps to maintain the beauty of timber floor:

- Vacuum the floor at least once a week and use an almost dry mop
- Use felt floor protectors on all chairs and other furniture.
- For any spills just wipe with a sponge or cloth as soon as possible.
- Place a door mat outside entrances to collect tracked in dirt and bits of debris. This helps reduce the risk of scratches to the surface
- For stain removal use acetone or methylated spirits with a cloth to the area to be treated, allow to stand a few minutes then rub dry, repeat if necessary. Finally wipe with a well rung damp cloth

What not to do

- Do not use a steam mop as this will damage the floor
- Do not use wax or polish. Nor should you use abrasive cleaners, scouring powers or steel wool which can scratch the floor

No power

Check fuses and safety switch located in the meter box. If the safety switch has tripped, reset it. If it trips again, turn off all power points and unplug your appliances. This includes dishwashers, fridges, stoves, hot plates and range hoods. Begin plugging in appliances one by one to find out which one is tripping the switch. If your neighbours have also lost power please contact your Electricity supplier as it may be a general outage. SA Power Networks website will also provide you with information on current outages.

Note: If this does not rectify the problem please notify our Agency. Tenants will be required to pay for callouts where a faulty appliance belonging to them has caused the problem.



Leaking from toilet

Regular mopping and turning off the water shut off tap between uses is adequate until the tradesperson arrives. Please lodge a maintenance request to our office via email.



Ovens/stoves

Refer to the appliance manual for initial troubleshooting. If you cannot fix the problem or it is not referred to in the manual, please lodge a maintenance request to our office via email.

Hot plates

Check if power is connected or check power box for tripped switch or blown fuse. Some stoves or hot plates have a separate isolation switch on the wall. Please ensure this hasn't accidentally been knocked to the off position. Some stoves are also connected to a power point located under the stove in a cupboard. Please ensure this has not been switched off which sometimes may happen when tenants vacate.



Stainless Steel

Stainless steel is a hard-wearing surface that is easy to clean. Mild detergent in water should be sufficient to take care of most day-to-day cleaning but the surface needs to be rinsed thoroughly to prevent staining and spotting.

Glass cleaner or diluted ammonia are a good solution for getting rid of fingerprints. Always rinse and towel-dry the surface to prevent staining and spotting.

Do not use abrasive cleaning products, steel wool or steel brushes as these will cause scratches and damage, especially in high shine finishes

Two pack cabinets

Do not use any sharp objects on these cabinets as they can chip easily and can be costly to repair. When cleaning these cabinets, always use warm water with a mild (non abrasive) detergent and a sponge. **Do not** use abrasive cleaning products, steel wool or steel brushes as these will cause scratches.



Exhaust fans

Exhaust fan covers collect dust and grime and can become a fire hazard if they are not cleaned regularly. If they are cleaned regularly they will generally just require a quick wipe over with a damp cloth. For kitchen exhaust fans it is recommended that you clean them with warm soapy water. Bathroom exhaust fans that are not cleaned regularly can reduce efficiency and lead to mould build-up. Please ensure these are cleaned and maintained regularly.



Blocked sinks and drains

For bathroom sinks and showers, the drain cover can often be lifted up assist with the removal of blockages of hair and soap. Use a drain cleaner such as Drano crystals or liquid. Follow the instructions and use with care as the product is corrosive. Wear gloves and ensure that the room is well-ventilated. If there is a recurring problem, please advise us writing. **NB: If you have a septic system please refer to your instruction manual for the system if applicable to see if this product can be used.**



Mould

Refer to fact sheet

Algae

Algae is another problem that occurs during the wet months. While we understand that in some particular areas there is little that can be done to prevent the growth of algae on concrete and pavers, we would like to remind you that it is your responsibility to clean any paved or concreted areas over the course of your tenancy. Pressure cleaners can be hired relatively cheaply and can save many hours of scrubbing.



Scuff marks

Scuff marks occur on walls, skirtings and floors during many day-to-day activities.

These should be removed but be careful not to damage any paint or surfaces while doing so. There are a number of products available for removing scuff marks. Whatever product you use, be sure to follow all pack instructions to prevent damaging paintwork or finishes.



Taps

In order to prevent water hammering always turn taps on and off softly. Water hammer can be caused by something as simple as a tap washer (most commonly the washing machine taps) or the isolating valve on your hot water service (refer to manual)

Don't over tighten taps when turning them off. Turning off a tap too hard can split the washer and a drip will turn into a flow. If the tap is continually dripping, put a maintenance request in writing before it wears the seat and the cost to repair becomes greater.

If a tap does start running the only way to isolate it is to turn off the main supply to your home.

Familiarise yourself with the location of your water meter – this is usually located somewhere at the front of your property but may be located underground. Contact your Property Manager if you are unsure of its location.

Leaking Taps

If you have a dripping tap it is important to report this to your property manager as soon as possible. Please don't wait until the dripping tap turns into a running tap. Keep in mind that you are paying for the water at the property so if problems are not rectified quickly it could prove to be a costly exercise for you in the long run. Do not leave any water leak issues until a routine inspection, always report them as soon as you notice them, no matter how small. Remember, your property manager cannot fix an issue unless he/she is aware of the problem.

Gutters

Gutter cleaning is a landlord's responsibility but tenants must notify our office in writing if a drain or gutter is blocked or overflows so we can organise a maintenance contractor to attend. Please advise us if you notice gutters overflowing in heavy rain or if you can see any greenery growing in the gutters, which would generally indicate a blockage.

Tree trimming

The tenants are not responsible for trimming large trees. This is the landlords responsibility. The tenant is responsible for maintaining and trimming bushes and the upkeep of the lawns, gardens and grounds. Unless you are in an area that the local Council looks after it, you may also be responsible for the upkeep of the front verge, if applicable.

Dirty or Discoloured Water or no water

This could be caused by SA Water undertaking work in your area due to a burst water main or changes in flow conditions. Always check with them first on 1300 883 121 to see if this is the case before reporting a maintenance issue. If SA water has been undertaking work they recommend that you don't use dishwashers or washing machines during these events and the problem will normally settle in a short period of time.

Always check as well that your water meter has not been turned off. Occasionally there have been reported incidences whereby meters have been turned off, sometimes by kids doing the wrong thing or similar. With water meters being at the front of properties, it can leave them prone to this kind of thing.

Swimming Pools and Outdoor Spas

If the property you are renting has a swimming pool or spa please pay attention to the following

Pool/Spa Cleaning

Pool/spa cleaning and maintenance unless it is agreed that the landlord will be supplying a regular cleaning and maintenance service as per your tenancy agreement, will be a tenant responsibility.

Please note that if regular cleaning does not occur by the tenant, high costs can be incurred to bring it back to its original clean state. If this occurs, this will be at tenant cost. It is also a tenant responsibility to ensure that the pool/spa is kept topped up with water, and must not empty the pool/spa without written approval from us.



Supply of Pool Chemicals

Supplying of pool treatment chemicals will be a tenant responsibility and tenant cost.

Pool/Spa covers, accessories, equipment and pool furniture

It is the responsibility of the tenant to maintain and keep in good condition any accessories, cleaning and maintenance equipment. This also includes any outdoor/pool furniture supplied. Pool cleaning/equipment must be kept out of the sun and stored responsibly. Supplied pool/spa covers must be neatly rolled or folded up and stored away out of the weather when not in use to preserve its lifespan and usefulness.

Pool/Spa Fences and Gates

We must be notified immediately if fences and gates are not functioning correctly, and the gate fails to self-close promptly when opened. State pool/spa regulations must be kept at all times.

Please click link for to find these regulations [SA Government Pool and spa safety](#)

Guidelines

Hot Water System	Every 6 months pull pressure valves and release so that they are clean and operational.
Security codes on alarms	If you change the code you MUST notify our office. Monitoring is at the tenants expense
Smoke Alarms	Do not try to pull off cover and do NOT leave smoke detector without a battery. Please notify us immediately if the smoke alarms are not working correctly or beeping.
Gas Hot Water Service	Before completing a maintenance report, check if the pilot light is on.
Air conditioning vents	Inlet vents in ducted systems and filters in wall units must be gently vacuumed monthly to ensure effective operation. Filters need to be removed totally and cleaned every few months.
Dishwasher	Clean the inside of your dishwasher regularly to prevent leftover food and grease build up. Refer to manual.
Range hood	To help prevent the build up of grease and grime we suggest the filter is cleaned each month. Remove and clean in hot soapy water.
Ceiling Fans	Dust monthly
Door Chime Battery	Please ensure that the door chime is operational at the end of your tenancy
Washing Machine	<p>Check...</p> <ul style="list-style-type: none"> • 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 • Refer to manual - troubleshooting
Clothes Dryer	<p>Check...</p> <ul style="list-style-type: none"> • Clean filter before every use of the dryer • Is power on? • Dryer is not overloaded • Is air temperature hot when running? • Refer to manual - troubleshooting