

Repairs/Maintenance Checklist

Before calling your Property Manager please check you have completed the following:

NO POWER/ELECTRICITY

Check power board/metre box and confirm all switches are pointed to the "on" position.

Make sure your electricity bill is paid up to date and disconnection hasn't taken place.

Contact Synergy ON 13 13 53 and check if they are aware of any power outages in the area.

If possible, check with a neighbour and confirm if they are experiencing the same issue.

If your lights are working but your power points etc are *NOT* then please switch off all power points throughout the entire property and unplug all appliances & white goods etc. Once this is done go to your power board/metre box and make sure all the switches are 'on'. Then return inside and plug in your appliances one by one. If the power flicks off again then the last appliance plugged in is your offender. Do *NOT* continue to use this appliance as it is faulty.

If the above has been attempted and unsuccessful please contact your Property Manager.

NO HOT WATER

Check power board/metre box and confirm all switches are pointed to the "on" position.

Make sure your electricity or gas bill is paid up to date and disconnection hasn't taken place.

Contact Alinta Gas on 13 13 58 and check if they aware of any gas outages in the area.

If you have a gas hot water system please ensure the pilot light is lit at all times. It is a good idea to familiarise yourself with how your system operates early on in the tenancy.

RUNNING TAP/BURST PIPE

If a washer has given way and your taps are beyond a leak please turn your water off at the mains which is generally located somewhere on your front verge/nature strip.

If a pipe has burst please turn the main water supply off immediately.

GAS LEAK

If there is an overpowering gas smell at a property please locate the main gas supply in the metre box/power board and turn off supply immediately.

ELECTRICAL FAULT

If an electrical fault happens during your tenancy and there are live wires or a fire started by a fault please call the fire department IMMEDIATELY.

STROM DAMAGE

If at any time you experience damage during a storm. Please contact Synergy on 13 13 53 or FESA ON 9323 9300 for help/assistance.

DAMAGE TO PROPERTY/BUILDING

If damage to the property you are renting is caused maliciously by another person please contact your local police department straight away. Please make a note of the report number as your Property Manager may ask for this for insurance purposes.