

## MAINTENANCE/CLEANING/ URGENT REPAIRS INFORMATION

### What to do:

Your Property Manager will be available during business hours Monday to Friday between 830am and 530pm to report any maintenance (NOTE: All maintenance MUST be reported in writing, so if you do call your Property Manager, please ensure you follow up the phone call with an email). For URGENT repairs during business hours and your Property Manager has an “out of office reply” set, please call the office on 03 9829 2900 to speak to another Property Manager.

### URGENT REPAIRS (Definition)

*“Urgent repairs are serious problems affecting safety or security of the property, or failure of any essential service or appliance.” Essentially anything that is either putting the tenant in immediate danger or causing immediate damage to the property.*

For any URGENT maintenance outside of business hours, on weekends or public holidays you may contact one of the tradesmen listed below (They will invoice MRE directly):

These kinds of repairs include:

- burst water service
- blocked or broken toilet system
- serious roof leak
- gas leak
- dangerous electrical fault
- flooding or serious flood damage
- serious storm or fire damage
- failure or breakdown of any essential service or appliance provided by a landlord or agent for hot water, water, cooking, heating, or laundering
- failure or breakdown of the gas, electricity or water supply
- any fault or damage in the premises that makes the premises unsafe or insecure
- an appliance, fitting or fixture that is not working properly and causes a substantial amount of water to be wasted
- a serious fault in a lift or staircase

<b>PLUMBING</b>	<b>FOCUS Plumbing</b> 03 9471 2833	<b>Melbourne Plumbing Group</b> 1300 116 486
<b>ELECTRICAL</b>	<b>Lume Electrical</b> 03 9808 0345	<b>Twin Electrics &amp; Plumbing</b> 0407 148 606
<b>HANDY MAN</b>	<b>Hire A Hubby</b> 1300 171 790	<b>Shillinglaw Home Maintenance</b> Paul 0416 031 060
<b>LOCKSMITH</b>	<b>Ace Locksmiths</b> 0419 376 301 or 95340586	<b>WYNNS Locksmith (North Suburbs)</b> 03 9495 1122
<b>APPLIANCE REPAIRS</b>	<b>Dom Tech Appliances</b> 03 9872 6850	
<b>CLEANING</b>	<b>Hetal Patel</b> <b>(Awesome Property Services)</b> 0433 405 679	

If any of these tradesman are not available you can “google” another local tradesman to attend (NOTE: Any tradesman used that are not on the above list will bill you directly and you will need to seek reimbursement through your Property Manager).

**For all other maintenance issues – please notify your property manager via an email and they will respond during business hours.**

*Disclaimer: If the repair is not one of the above listed repairs it is not classified as urgent, therefore it will be attended to Monday – Friday. If you use a trade not specified on this list, and the repair is not urgent, you will be liable for the invoice.*

## **MAINTENANCE FAQ's**

All repairs are attended to as promptly as possible, however it is often necessary to obtain the Owner's approval and/or quotes before any work can commence, so unfortunately a delay is sometimes unavoidable.

If firm arrangements regarding access for any trades people are not kept by you, the service charge for calling the tradesperson will be passed on to you for payment.

### **Locked Out:**

It is your responsibility not to lock yourself out of your apartment. Our office will assist you in gaining entry during office hours, only if spare keys are available. Should you lock yourself out after business hours or a spare key is not available, it will be your expense to arrange locksmiths to gain entry.

Please note: Security keys cannot be re-cut by a locksmith & need to be ordered through the relevant body corporate. This may take a number of days.

### **Safety Switch Tripping:**

If you find your safety switch is being activated, ensure you unplug all appliances from the wall (including your fridge) and start to test each circuit to isolate the fault (all the switches in the switchboard will need to be in the up position). First start by turning the lights on one area at a time, then run the built in appliances. If the switch is not tripped at this point, then start plugging in your own appliances one by one and turn them on until one of them activates the safety switch. If it is one of your appliances tripping the power, you will need to replace it. If you find it is a light circuit or built in appliance tripping the safety switch, please report it to your Property Manager and keep the appliances unplugged (or lights off in that area) until an electrician has attended.

### **Toilet Not Filling / Flushing:**

If you find your toilet cistern is not filling up properly, first ensure the tap at the side of the toilet is switched on. If so, report the issue to your Property Manager and in the meantime you can use a bucket to fill the cistern so it can be flushed. If the toilet is consistently running, turn the tap at the side of the toilet off while not in use and report the issue to your Property Manager.

### **Sink/Drain Blockages:**

If you find any of your sinks are slow to drain, try using a drain clearing product from the supermarket to clear it before contacting your Property Manager. Try to avoid letting hair run down into drains which is a common cause of blockages, and ensure you only flush toilet paper down the toilet (Baby wipes and sanitary products are not to be flushed).

### **Light Globes and Smoke Detector Batteries:**

Please be advised that smoke detector batteries and non-working light globes are the tenant's responsibility to replace. Please ensure these items are working properly upon entering and vacating your rental property.