

# EMERGENCY MAINTENANCE

## TENANT PROCEDURE



If an **emergency situation** arises outside of business hours (including public holidays), the following procedure applies:

1

**Complete Troubleshooting** (refer to *Trouble Shooting Guide*) to ensure that the emergency repairs are not a result of Tenant / User Fault, or Temporary Service Disruption.

2

**Contact the appropriate trade** from below Nominated Repairers list and explain the situation in as much detail as possible; the contractor will further troubleshoot with you over the phone or arrange to attend to the repairs.

3

**Send an email to our agency**, or lodge a maintenance request in your Tenant Portal, with a detailed explanation of the situation and any action that has been taken. Where possible, provide photos of the event or damage.

If the Nominated Repairer cannot be contacted, the Tenant can arrange for a qualified person to carry out emergency repairs to a **maximum value of 4 weeks rent**.

- If the tenant pays the repairer they need to give all receipts to the property manager/owner who must pay them back within 7 days.
- Alternatively, the tenant may ask the property manager/owner to pay the repairer directly.

**If your situation is NOT classed as an Emergency Repair and a tradesperson is called out to attend, all costs incurred will be your responsibility and the invoice will be forwarded to you for payment.**

Any general maintenance issues need to be reported in writing to the agency, either via email or your Tenant Portal, to be dealt with on the next business day.

For situations arising from **Severe Weather Events**, please contact **State Emergency Services** on **132 500**

For other **serious events such as fire, break in's, etc**, please contact **QLD Emergency Services** on **000**

For non-urgent matters where you may require **Police presence**, please contact **Policelink** on **131 444**

### 214 Meaning of emergency repairs

- (1) **Emergency repairs** are works needed to repair any of the following—
- (a) a burst water service or a serious water service leak;
  - (b) a blocked or broken lavatory system;
  - (c) a serious roof leak;
  - (d) a gas leak;
  - (e) a dangerous electrical fault;
  - (f) flooding or serious flood damage;
  - (g) serious storm, fire or impact damage;
  - (h) a failure or breakdown of the gas, electricity or water supply to premises;
  - (i) a failure or breakdown of an essential service or appliance on premises for hot water, cooking or heating;
  - (j) a fault or damage that makes premises unsafe or insecure;
  - (k) a fault or damage likely to injure a person, damage property or unduly inconvenience a tenant of premises;
  - (l) a serious fault in a staircase, lift or other common area of premises that unduly inconveniences a tenant in gaining access to, or using, the premises.
- (2) Also, emergency repairs are works needed for the premises or inclusions to comply with the prescribed minimum housing standards.

### 215 Meaning of routine repairs

**Routine repairs** are repairs that are not emergency repairs

ELECTRICIAN

**eas** ELECTRICAL  
AIR-CONDITIONING SERVICES

PH: 0417 006 372



**SWITCHED ON**  
ELECTRICAL & AIR-CONDITIONING

PH: 0439 714 007

PLUMBER

**northern**  
P L U M B I N G

PH: (07) 4723 4441

LOCKSMITH

**LOCK IT UP**  
TOWNSVILLE

PH: (07) 4767 7084

# TROUBLESHOOTING GUIDE



## HAS THE SAFETY SWITCH BEEN DEACTIVATED?

- YES** reset the safety switch in the meter box
- NO** confirm that there are no power outages (Ergon)

**If you are not able to turn the safety switch on, perhaps one of your appliances is faulty**

1. Turn off the power points and unplug all appliances
2. Reset the safety switch in the fuse/meter box.
3. Plug in and turn on appliances one at a time until fault found

**WARNING:** if a contractor attends to complete repairs and your appliance is identified as the fault, you will be responsible for the costs relating to the contactor attending.

## NO HOT WATER

### ENSURE THE SAFETY SWITCH IS ON

➔ refer to SAFETY SWITCH and follow the steps

### ELECTRIC HOT WATER SYSTEM

1. **Has the supply tap been turned off?**  
➔ Yes, turn water tap back on to full
2. **Does the system need refilling?**  
➔ Yes, pull the copper lever until water beings to come out of the overflow pipe. Do this every 6 months.

### GAS HOT WATER SYSTEM

1. Ensure the valve on the gas meter is on.
2. **Has the Piolet Light gone out?**  
➔ Yes, follow the user instructions to relight.

## SMOKE ALARMS FAULTING

Your Smoke alarms are wired into the mains power with a battery back-up, all alarms are interconnected.

1. Ensure all batteries have been replaced. If the alarms continue to activate, please continue to the next steps.
2. Remove the 9V battery from one alarm, leaving the batteries in the remaining units.  
➔ Remove alarm from base by pressing button on side of alarm and it will unhinge and hang down
3. If the alarms continue to activate, the alarm with the battery removed is not in fault.  
➔ Restore alarm back to normal and follow the above steps on all units until you identify the faulty unit.
4. Once identified, advise your property manager of the location of the smoke alarm.

**DO NOT remove the unit from the ceiling if unable to silence – damage will be tenant fault.**

## SINKS/DRAIN BLOCKAGES

### SINKS / DRAINS

1. **Ensure there are no blockages**
  - **Bathrooms:** hair, debris or toys
  - **Kitchen:** food, debris or oils
2. Try using Drain Clearing product to free blockages please ensure you are following manufacturers advice and recommendation

**Please Note:** Tenants will be required to pay for callouts to repair drains or food disposal units that are blocked due to Tenant misuse.

## COOKING APPLIANCES

### ENSURE THE SAFETY SWITCH IS ON

➔ refer to SAFETY SWITCH and follow the steps

### ELECTRIC STOVE

1. Confirm Isolator Switch has not been turned off

### GAS STOVE

1. The gas igniter may be obstructed.
2. Ensure the element cap is positioned correctly
3. Ensure your gas supply is full

### RANGEHOOD

1. Ensure the power is turned on for the unit
2. Ensure the switch controls are set to 'ON'

## AIRCONDITIONER

### ENSURE THE SAFETY SWITCH IS ON

➔ refer to SAFETY SWITCH and follow the steps

1. **Confirm Isolator Switch is not turned off**  
➔ Location: adjacent to the outdoor unit
2. **Complete a Unit Reset**  
➔ turn off isolator switch and leave for 5 mins.
3. **Check batteries in remote have not perished**  
➔ replace batteries if needed
4. **Ensure filters are clean**  
➔ clean every 1-3 months depending on use
5. **Flashing green/orange/red light identified**  
➔ refer to user manual to identify error and report in writing

## DISHWASHER

### ENSURE THE SAFETY SWITCH IS ON

➔ refer to SAFETY SWITCH and follow the steps

1. Check the filter is clean and free of food
  - Remove food scraps from dishes before placing dishes in the machine
  - Use rinse aide products monthly
2. Ensure the machine is not over stacked

**Please Note:** if the unit is backlogged with food debris, the costs for call out and repairs will be the tenants responsibility.

## LIGHTS / POWER

### ENSURE THE SAFETY SWITCH IS ON

➔ refer to SAFETY SWITCH and follow the steps

1. **The light bulb may have perished**  
Replace the light bulb. If this doesn't fix the issue, report in writing
2. **Your appliance may be faulty**  
Try plugging it into another power point

## GARAGE DOOR

### ENSURE THE SAFETY SWITCH IS ON

➔ refer to SAFETY SWITCH and follow the steps

1. Replace the Remote batteries
2. Check the motor is on
3. Check the lever is set to 'auto'  
➔ Located next to the control box
4. Ensure there are no obstructions preventing the door from closing