



TENANT CONCIERGE

With our 24/7 chat service from **Tapi**, you can get in touch about maintenance anytime, even if it is outside of business hours.

HOW IT WORKS

- 1 Scan the **QR code** in your property to start your request or visit our **website**.
- 2 Use the chat service to tell us about your issue.
- 3 Receive an email and track the progress of your request.



if your property has a QR code it will be located inside your kitchen sink cupboard

MAINTENANCE



REPORTING MAINTENANCE

All requests for maintenance and repairs must be in writing. This is outlined within term 44 of your tenancy agreement.

Please use as much detail as possible, including location and what the issue/fault is, and what troubleshooting you have completed.

Maintenance can be reported via one (1) of the following methods:

- ▶ **Tenant Concierge (Tapi)**
- ▶ **Tenant Portal/App**
- ▶ **Email:** pm@merakiproperty.com.au
- ▶ **Email:** meraki@email.propertyme.com

By submitting your maintenance in writing, you will have date and time stamped documentation of the reported maintenance, should it be needed for future reference.



TROUBLESHOOTING

Troubleshooting can often swiftly resolve issues, sparing the need for a technician's visit or late-night guidance until the next business day.

To assist you in managing such situations, we've crafted a straightforward yet efficient troubleshooting guide.

This initiative also potentially saves on unnecessary call-out fees, particularly if the issue stems from personal appliances or can be rectified independently. Furthermore, it aids in pinpointing the exact nature of the problem, enabling us to arrange the appropriate tradesperson promptly for a swift resolution.

Outlined are some common Tenant issues.

Prior to submitting a maintenance request, please troubleshoot using these guidelines.



TENANT MAINTENANCE

During your tenancy you will be responsible for the **general maintenance** of the property.

This includes (but is not limited to):

- ▶ Keeping the property clean
- ▶ Replacing light bulbs or batteries
- ▶ Lawn and garden care - watering, weeding, mowing, tree trimming, etc
- ▶ Rubbish and pet waste removal
- ▶ Maintaining the pool and equipment
- ▶ Keep the premises free of rodents, cockroaches and other vermin
- ▶ Ensuring smoke alarms are dust free
- ▶ Removal of dust and mould
- ▶ Ensuring the property is key locked
- ▶ Repairing any damage caused, including accidental and pet damage

EMERGENCY MAINTENANCE



QUICK ACTION

Being prepared, such as knowing where utility shut-off points are, can make a significant difference during an emergency. Taking quick action can help prevent further damage to the property, safeguard your belongings and ensure your safety.

Some examples of quick action are:

- ➔ Turn off the main water supply if there has been a burst pipe.
- ➔ Turn off the power supply if there is a dangerous electrical fault.
- ➔ Turn off the gas supply if there is a gas leak identified.
- ➔ Isolate the irrigation supply if there is a leak identified.
- ➔ Extract escaped water where possible

These steps can help you manage the situation while waiting for repairs to be completed. **Always prioritise safety and notify a Nominated Repairer immediately.**



PROCEDURE

If an emergency situation arises, you must follow the below **Emergency Maintenance Procedure**:

- 1** Complete thorough **troubleshooting** and take reasonable **quick action** steps to contain the fault.
- 2** Contact the appropriate **Nominated Repairer** and explain the situation in as much detail as possible.
 - ➔ The contractor will complete further troubleshooting with you over the phone, assist with a temporary solution or attend to the repairs.
- 3** **Notify us in writing**, via Tapi, your Tenant Portal/App or email.
 - ➔ Provide a detailed explanation of the situation, what action has been taken and photos (where possible).

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



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Prior to submitting a maintenance request, please complete troubleshooting using the guide provided within, or as instructed via Tapi.



TENANT ARRANGED REPAIRS

In accordance with Legislation, you may arrange for a suitably qualified person to make emergency repairs they have not been able to make contact with the Agent or the Nominated Repairer to notify them of the need for an emergency repair, or if the repairs are not made within a reasonable time frame after notice is given.

However, please note if the situation is NOT classed as an emergency repair and a tradesman is called out to attend, the invoice will be forwarded to the Tenant for payment.

Any general maintenance issues need to be reported in writing to the agency to be dealt with on the next business day.



**A LIST OF NOMINATED REPAIRERS
IS UPDATED REGULARLY AT**
merakiproperty.com.au/emergency



PAYING FOR REPAIRS

Should there be a situation where you, the Tenant, have been obligated to arrange emergency repairs, and you have paid the repairer accordingly, you must give all receipts to the Lessor, via the Agent, who must pay you back within 7 days. Alternatively, you may ask the Lessor to pay the repairer directly.



DISPUTE ABOUT REPAIRS

If you and the Lessor do not agree about the completed emergency repair, or if you have not been reimbursed for the cost of repairs within 7 days, you can apply to QCAT for a decision.



HAS THE SAFETY SWITCH BEEN ACTIVATED?

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

IF UNABLE TO RESET THE SAFETY SWITCH

There may be a faulty appliance that is preventing the power to be reinstated.

1. Turn off all power points and unplug all appliances, including your fridge, toaster, etc.
2. Reset the safety switch.
3. Plug in and turn on appliances one at a time. If the safety switch trips during this process, that appliance is faulty.

Tip: when troubleshooting any electrical item, the first step should be confirming if the safety switch has tripped



KITCHEN APPLIANCES

ELECTRIC STOVE & OVEN

1. Confirm the unit Isolator Switch is ON
2. Complete a Unit Reset by turning the unit off and on at the safety switch.
3. If not resolved by above, contact Nominated Repairer.

GAS STOVE & OVEN

1. Has your gas supply run out?
➔ **Yes?** contact your supplier to arrange a refill.
2. The gas igniter may be obstructed.
➔ Ensure the element cap is positioned correctly, and the unit is clean.
3. If not resolved by above, contact Nominated Repairer.

RANGEHOOD

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



DISHWASHER

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



AIR CONDITIONER

1. Confirm the unit Isolator Switch is ON
2. Complete a Unit Reset by turning the unit off & on at the isolator switch
3. Replace batteries in remote

LEAKING / NOT COOLING

1. Ensure unit vents & filters are clean & dust
2. Complete a white vinegar rinse to the internal drain to clear blockages

TROUBLESHOOTING GUIDE



NO HOT WATER

ELECTRIC HOT WATER SYSTEM

1. Has the supply tap been turned off?
➔ Yes, turn water tap back on to full
2. Is the system tank full?
➔ Pull the copper lever until water begins to come out of the overflow pipe. (recommended every 6 months).
3. Has the power been off?
➔ it may take several hours for the system to begin heating the water (especially on a separate tariff)
4. If not resolved by above, contact Nominated Repairer.

GAS HOT WATER SYSTEM

1. Ensure the valve on the gas meter is on.
2. Has the Pilot Light gone out?
➔ **Yes?** Follow the user instructions to relight.
3. Has your gas supply run out?
➔ **Yes?** contact your supplier to arrange a refill.



SMOKE ALARMS

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

1. Ensure the unit is **dust free** and 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.
➔ If the alarms continue to activate, the alarm with the battery removed is not in fault.
3. Restore alarm back to normal and follow the above steps on all units until you can identify the faulty unit.
➔ Once identified, advise your property manager of the location of the faulting smoke alarm.

DO NOT remove the unit from the ceiling if unable to silence – damage will be ‘Tenant Fault’



SINKS & DRAINS

BLOCKED DRAIN

Common causes are:

- ➔ **Sinks:** food, debris or fats/oils/grease, hair, debris or toys
- ➔ **Toilets:** excess toilet paper, sanitary products, debris or toys
- ➔ **External Drains:** rocks, debris or toys (grate cover removed)

1. Ensure there are no items or debris
2. Try using Drain Clearing products or boiling water

WARNING

If any reported maintenance issues are identified to be due to user error, or resolved via basic troubleshooting by a contractor, the Tenant will be responsible for contractor costs.