

The following may assist you to solve some maintenance problems before reporting them to your Tenancy Officer.

No Power / Electricity

1. Did you arrange for the connection of your electricity when you moved in?
2. Check your meter box. This is usually located at the front of the property near the front door or down the side of the property on the front part of the house. There may have been an overload causing the Residual Current Device (RCD) to activate which may require resetting.
3. If the RCD has been activated it may have been triggered by a faulty appliance. Unplug all appliances in the house, reset the RCD and plug in one appliance after the other. If the RCD is activated when a particular item is turned on at the power point, you know that there is a fault with that appliance.

You will need to have the appliance investigated and repaired or replaced. Please be advised that if an electrician attends to the property and finds a fault with one of your appliances, you will be charged for the full call out fee, service fee and any other charges associated.

4. If there are no faulty appliances, contact Synergy on 13 13 51 to check that it is not a local power outage problem.
5. If Synergy advises there is not a local problem with the electricity and you have completed the above steps, please contact our office via phone on **9791 5438** between 9am and 4pm week days. If urgent and after hours, please call our after hours number at **08 97881131**.

Blocked Drains

1. Carry out basic maintenance to clear blockage eg plunger, drain cleaner.
2. If you have completed the above steps and drain is still blocked please contact our office during business hours. If urgent and after hours, please call our after hours number.

No Hot Water

1. Did you arrange for the connection of your gas and electricity when you moved in?
2. Refer to your user manuals provided to you at the beginning of the tenancy.
3. If it is an electric hot water system:
 - a) Check fuse or circuit-breaker (RCD). Reset circuit-breaker (RCD) if required.
 - b) For your own safety do not attempt to repair any part of the hot water system yourself.
 - c) If water remains cold and you see no other visible reason for a malfunction please contact our office. If it is after hours, please call our after hours number.
4. If it is a gas hot water system:
 - a) Check other gas appliances to see if gas service is available. If no gas is available to premises, contact your gas provider to check that it is not a local problem.
 - b) Check if pilot light is on. If not, relight by following instructions. Usually located on the outside surface of the hot water system near pilot light door or on inside of pilot light door.
 - c) If you cannot relight pilot.
 - d) For your own safety do not attempt to repair any part of the hot water system yourself.
 - e) If you have completed the above steps please contact our office during business hours or If urgent and it is after hours, please call our after hours number.

Locked Out

If you have accidentally locked yourself out when our Office is closed, you will be required to contact a Locksmith to provide an after hours service - you will be responsible for all the costs involved.

If you have locked yourself out during Office hours please contact your Tenancy Officer at the office as you may be able to borrow our office set of keys. If the keys are available, you will be required to collect and return them within office hours on the same day, no exceptions.

If any keys are misplaced the locks must be changed at your cost by a suitably qualified locksmith with the same quality locksets/deadlocks with a copy supplied to Alliance office.

Don't forget to email our Office to advise of all problems and action taken if you have organised a tradesman after hours.

Break in / Damaged Glass

Remember you should always be careful in any suspicious circumstances and the first and most important matter is your safety.

1. Contact the Police and report the break in.
2. The Police will provide you with a Police Report number. Report this to your Tenancy Officer by the next working day.
3. If the property is not secure please call the after hours number 97881131 to secure the property and if any glass or window is broken, ensure photos are taken of the damage as evidence.
4. Any damage caused by a break in must be reported in writing to our office as soon as possible.
5. Kindly note that if you do not supply our office with the Police Report number, the cost of replacing the glass and damage will be invoiced to you.
6. If the glass breakage is the result of an act attributed to yourself, you will be required to have the glass repaired by a suitably qualified glazier at your cost. If it is done out of hours, the property must be secured either by boarding up the window or by the glazier coming to the property after hours.
7. It is always wise and prudent to take many pictures of the break in for future reference and insurance purposes.

Don't forget to contact our Office to advise of all problems and action taken if you have organised a tradesman after hours.