

MAINTENANCE TIPS FOR TENANTS

Before you resort to the inconvenience of arranging a call-out for a maintenance issue, please have a look at some of the commonly encountered tenants' problems listed below where we have detailed some tips to fix or avoid them.

Problem: No power	
Perhaps the safety switch has been activated.	Reset the safety switch in the fuse/meter box.
Perhaps one of your appliances is faulty (for example, your fridge). * Note that if an electrician is called to see to the matter and one of your appliances is at fault, you will be invoiced for the call-out. *	Turn off the power points and unplug all the appliances in the house. Reset the safety switch in the fuse/meter box. Plug in the fridge (or other appliance) and turn on the power point. If the safety switch clicks off again, you know the problem is the appliance, which needs repair. If not, test another appliance in the same manner.
Perhaps your street is suffering a temporary interruption or fault.	Contact your electricity company.
If you live in a townhouse or apartment, there may be an interruption or fault that affects the complex.	Check with a neighbour to ascertain this. If the problem is complex-wide, contact the Body Corporate manager.
Problem: Lights/power points not working	
Perhaps the safety switch has been activated.	Reset the safety switch in the fuse/meter box.
You may have a blown light bulb.	Replace the light bulb and try the light again.
You may have a faulty appliance.	Try plugging the appliance into a different power socket. If it still does not work, the appliance may be broken.

Problem: No hot water	
Did you remember to arrange your Gas/Electricity supply company when you moved?	
Perhaps the tap to fill the system has been turned off.	Ensure that the tap is turned on fully.
If you have an electric system:	Ensure that the safety switch in the fuse/meter box is engaged.
Does the hot water system need refilling or topping up? * Avoid this by checking the overflow pipe approximately every six months. *	Usually there is a copper valve on an electric hot water system and an overflow pipe. Pull up the lever until water begins to come out of the overflow pipe.
If you have a gas system:	Check the pilot light. If it has gone out, follow the user instructions to relight it. (Some systems may require a tradesperson to do this.) Ensure that the valve on the gas meter has been turned on.
Problem: Blocked sink	
Report a major blockage to your property manager. However, if your sink takes a long time to drain: * Never put fat and oil into a drain as these clog up the pipes.	Try using Draino to free the blockage. Clear hairs and old soap from the waste pipe and U bend by putting a bucket under the pipe, unscrewing it and removing the debris. Re-attach the pipe and pour boiling water down the drain. Remove old food from the kitchen outlet and pour boiling water down the drain.
Problem: Stove element not working	
The connections may be loose or dirty.	Pull out the elements, clean and replace them.
The energy supply may not yet have been connected.	Ensure gas/electricity has been connected to the property.
The gas igniter may be obstructed.	Ensure the element is correctly positioned on the stove top.

Problem: Washing machine not working	
The machine may not be correctly connected to water and electricity.	Ensure that the taps are turned on at the wall, that the appliance is plugged in and that the power point is switched on.
The machine is overloaded or is out of balance.	If the machine stops half way through a cycle, it may be overloaded. Rearrange the items evenly in the drum, and try it again.
The machine's lid may not be shut fully or properly.	
Problem: Tumble drier not working	
The machine may not be connected to the power.	Ensure the machine is plugged in and that the power point is on.
Tumble driers automatically shut down when the lint filter is overloaded.	Clean the lint filter every time you use the drier.
Problem: Garage remote control not working	
The remote control batteries may be flat.	Try a new set in the remote control.
The control settings may be incorrect.	<p>Check the number code on the back of the remote control and ensure that they match those on the control box panel in the garage.</p> <p>Check that the lever (which is usually situated next to the control box) inside the garage is set to 'auto', as opposed to 'manual' (which allows you to open the door with a key).</p>
The doors will not close if anything is in their way.	Check that nothing obstructs the doors.
Problem: Split system not working properly	
Remote control not working	Try replacing batteries in remote control.
Not heating/cooling as effectively as usual	Try cleaning the filters. Open the large flap on the front of the internal unit and remove the filters. Remove dust from filters and place back into unit. Close front panel and try unit again.