

## Trouble shooting

**Before calling for assistance or maintenance please ensure that the following items have been checked.**

### No electricity or lights

**New tenants – Ensure you have been connected with a power supplier**

- Check the main switch is turned on at the power board.
- Check the circuit breaker has not flicked off.
- Check the fuse wire.
- Check if the light bulbs have blown.
- Check your power bill has been paid.

### No hot water

- Check with your power supplier to ensure there are no problems in your area.
- Check if the water is flowing but just cold, or if it is not flowing at all.
- Check that the hot water switch is turned on at the power board.
- Check that the hot water cylinder switch is turned on in the hot water cupboard.
- Check if it is a gas hot water system – is the gas turned on?

### Auto garage door remotes

- Check in kitchen drawers. Remotes will not be given out with the keys but will have been left in the property by your property manager.

### Keys

- Only one key is normally supplied at the start of your tenancy. If we have more than one spare key, we can give it to you.

### Blocked sink/wastemaster

- Check that nothing has been put down the sink/wastemaster that should not have been, e.g. fat, rice, bones, banana, onion skins, etc.
- Try using a plunger for a blocked sink.
- Treat with drain-clearing solution.

### Shower doesn't drain

- Try using a plunger.
- Check waste trap on base of shower.

### Oven not working

- Check isolating switch is turned on at wall.
- Check oven has not been switched to "AUTO" function in error. (Adjust buttons beside clock.)
- Check circuit breaker at power board.

### Blocked toilet

- Check that the 'clip on' toilet deodoriser has not been flushed in error.

### Alarm beeping

- Check that there is a battery installed.
- Try resetting alarm by setting the alarm and then turning it off again.
- Try holding down the number 5 button for three seconds then press AWAY or #.
- If none of this works contact your designated property manager.

\* If the property has had the electricity turned off while vacant, sometimes the alarm will beep when turned on again. This may just need resetting. Go through the checklist above.

### Smoke alarm

- Check it has a battery. Then test periodically to ensure it is active by pressing the button.
- A new battery is required when it starts to beep.

### Please note:

- **If any maintenance or damage repair is required because of tenant negligence, all costs for repair shall be the responsibility of the tenant.**
- **If an appointment has been confirmed for maintenance and the contractor is unable to gain access to the property, the tenant may be charged for that callout.**