

## Rental Property Troubleshooting Guide

**Power** Check the fuse box for a tripped switch or blown fuse. Check to see whether any appliance in use may have overloaded the system and caused the switch to switch off. Check if neighbouring properties are also without power.

**Lights** Check bulb or starter switch, check fuse box, and then if still faulty contact your Property Manager to have it attended to.

**Hot Water Systems** If the water is not hot, check...

- That the power is switched on
- That the pilot light is lit (if it is a gas system)
- The Power box for a tripped switch or blown fuse
- That the system is still full of water
- Whether your shower routine changed or increased (tank capacity and/or tariff rates will affect this)

Remember in winter, the efficiency of the tank is less than in summer and the water will get colder quicker. Phone your Property Manager to arrange for a tradesman if you are unable to locate the problem.

**Water Leaks** Water bubbling out of the ground could be a serious problem and could lead to further complications. Please phone your Property Manager immediately.

**Bath/Shower Leaks** Leaking into wardrobes or any area backing onto the wet area – a regular check of these areas is advisable. If the carpet is wet, sponge and dry area thoroughly and check again after use of the wet area. Advise your Property Manager if it is wet again.

**Leaking from Toilet** Usually is a minor problem. Regular mopping and turning off the tap between uses is adequate until the tradesperson arrives. Please contact your Property Manager during office hours to arrange for a tradesperson.

**Faulty Switches or Fans** Do not attempt to fix it yourself. Do not use switches. Check that appliance in use is not at fault.

**Hot Plates** Check that the power is connected. Also check the fuse box for a tripped switch or blown fuse. Contact your Property Manager to arrange a tradesperson to attend.

**Insinkerator** Unblock and push reset button (located underneath). Do not attempt to disassemble unit. Phone your Property Manager (use the old fashioned newspaper disposal method until attended to).



## Washing Machine

Check...

- That the power is connected
- That the water taps are turned on
- That the load of clothes is not off balance or too high
- That the lid is connecting with on/off switch when closing
- That the hoses are securely attached
- If leaking, check hoses for splits

## Clothes Dryer

Check...

- Clean filter before every use of the dryer
- That the power is on
- That the Dryer is not overloaded
- Whether the air temperature is hot when running

## Pool Problems

- Water level is a priority and must be kept at a level to allow water to flow through the skimmer boxes at all times. Failure to do this could result in enormous expenditure to you
- No metal objects are to be allowed in the pool as it could cause corrosion marks
- No animals in the pool as this creates a huge chemical imbalance
- Ensure regular testing of water to keep correct PH level, this helps prevent mould/fungus forming in the pool
- Vacuum at least once a week to keep pool clear of debris
- Regular checks of pump to ensure motor working correctly and efficiently (making funny noises could be a forerunner to a problem). Leaking or pooling water at the pump could mean a cracked casing and will need attention
- Even if the pool is maintained for you, it is still part of your responsibility to keep an eye/ear out for any problems

## Pests

Under your tenancy agreement, you are responsible for keeping the premises free from pests and vermin. Please contact your Property Manager should you have any queries in this regard.

