



TROUBLESHOOTING FOR TENANT MAINTENANCE:

When it comes to maintenance and malfunctions, many issues can be resolved safely through simple troubleshooting steps. We kindly request that if you encounter any problems with your property, you consult this guide first before reaching out to our office. Following these steps will likely lead to a swift and cost-effective resolution. However, if you have any doubts or concerns, please do not hesitate to contact our office. Your safety, especially regarding gas and electricity, is of utmost importance. If you require urgent assistance, please contact Wilson Agents during business hours at 03 9528 8888.

PROBLEM: NO POWER / NO LIGHTS / POWER POINTS NOT WORKING

- First, check if the safety switch has been activated. Reset the safety switch in the fuse/meter box.
- If the issue persists, it might be due to a faulty appliance. Turn off all power points and unplug all appliances. Reset the safety switch and plug in one appliance at a time to identify the faulty one. If necessary, test other appliances and power points as well.
- If the problem is not related to appliances, consider checking if a light bulb has blown. Replace the bulb and test the light again.
- Additionally, if there is a temporary interruption or fault in your area, contact your electricity company. For complex-wide issues in townhouses or apartments, reach out to the Body Corporate manager.

LIGHT GLOBES NOT WORKING

It may sound silly, but many people aren't sure how to change a light bulb.

- First make sure the power is turned off. The safest way to do this is to switch the safety switch in the switch board.
- Allow the bulb to cool before touching it.
- Take the bulb out of the socket. The way you do this will depend on whether your bulb has a bayonet mount or a screw fitting:- Bayonet Mount (two prongs): Grasp the bulb lightly but firmly, push upwards gently and turn anticlockwise until it is released from the socket.- Screw Fitting: Keep gently twisting anticlockwise until the bulb comes loose from the socket.
- Insert a replacement bulb lightly but firmly into the socket. Depending on the type, turn it clockwise until it locks into place or keep gently twisting clockwise until it won't go any further.
- Once the bulb is in, turn the power back on again and switch on the light. The old bulb needs to be disposed of safely as the glass is fragile and very sharp. Use the packaging from the new bulb to wrap the old one for safe disposal. As always, safety is crucial when working with electrical or wiring faults. Remember to check the wattage on the used bulb and replace it with a bulb of the same wattage and to dispose of the bulb well out of the reach of children, don't put your fingers in the exposed light socket.

PROBLEM: NO HOT WATER

- Confirm that you have arranged your Gas/Electricity supply when you moved.
- For electric systems, ensure the safety switch in the fuse/meter box is engaged. If the power connection has been connected the same day, wait overnight to check if it's on an "off-peak" timer.
- For gas systems, check the pilot light and follow user instructions to relight it. Also, make sure the valve on the gas meter is turned on. If other gas appliances are not working, contact your property manager.

How to Light the Pilot Light:

- Locate the gas regulator valve on the hot water system. It is typically situated on the exterior of the unit where the gas pipe enters, and it has a knob on it. This valve controls the gas flow to the pilot burner beneath the hot water tank.
- Turn the valve knob to the "Off" position and wait for five minutes.
- Find the pilot burner beneath the gas water heater and open the cover panel that provides access to it. The panel is usually located on the lower side of the hot water service, either at the front or side of the unit. Turn the gas regulator valve's knob to the "Pilot" position, press down on it, and hold it down. This will initiate the gas flow to the pilot burner. In some hot water system models, you may need to press and hold a separate red button to start the flow of gas to the pilot burner.
- If your heater has a built-in piezo-electric spark pilot igniter, look for a red or black button labeled "Ignition" on the top or side of the gas valve. Press the button to ignite the pilot. You will hear a click as the igniter sparks.
- Hold down the regulator valve knob for at least one minute after the pilot has been lit. This allows the pilot flame to heat the thermocouple safety sensor, which detects the presence of a live pilot flame. Slowly release the regulator valve knob. If the pilot light remains lit after releasing the knob, turn the knob to the "On" position. You may hear a faint sound as the main burner ignites.

PROBLEM: BLOCKED SINK / SHOWER / TOILET

- Major blockages should be reported to your property manager. However, for minor drainage issues, you can try the following:
- Clear hairs and old soap from the waste pipe and U bend. Unscrew the pipe, remove the debris, and pour boiling water down the drain. Repeat the process for kitchen outlets with old food.
- Avoid pouring fat and oil down the drain as they can cause pipe blockages.

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PROBLEM: TAP WON'T TURN OFF

- If a tap won't turn off and water is gushing, locate the mains tap, usually situated near the garden tap, and turn it off. Contact the office or the urgent maintenance phone outside business hours.
- If there is a leaking stop tap under the sink, you can turn it off instead of the mains tap to retain water supply for the remaining part of the property.

PROBLEM: GARAGE REMOTE NOT WORKING

- Replace the batteries in the remote control. Check that the lever inside the garage, usually located near the control box, is set to 'auto' and not 'manual.' Make sure no obstructions prevent the doors from closing.

PROBLEM: CENTRAL HEATING / AIR CONDITIONING NOT WORKING

- Clean the filters by lifting the front cover. Try resetting the system by turning it off at the switchboard for five minutes, then turning it back on.
- Check the batteries in the remote control. If necessary, replace the remote control if it fails to sync with the unit.

PROBLEM: SMOKE DETECTOR / HOUSE ALARM

- If the smoke detector beeps, it indicates a low battery. Replace the battery with a 9-volt battery. If the beeping continues, there may be an issue with the unit. If the alarm has a sticker labelled by Detector Inspector, call them directly at 1300 134 563.
- For house alarms, ensure you enter the correct alarm code. If the power supply has been interrupted, disconnect the battery located in the alarm box. Contact your Property Manager to arrange for a tradesperson to attend.

BURST PIPE

If you suspect a pipe has burst, immediately turn off mains to stop the water running. The mains tap is located near the front of the property next to the water meter. Contact your Property Manager to advise the following for an urgent repair; Make/Model and if gas or electric (for hot water systems) Location (inside/outside/ roof) Where is the leak coming from

HEATERS

Electric:

Please perform the following steps to troubleshoot the power supply issue:

- Check if other appliances connected to power points in the surrounding area are functioning properly. This will help determine if the problem is specific to the power supply or isolated to the heater itself.
- Plug in another appliance into the same power point and test if it works. If the second appliance also fails to work, it indicates a potential issue with the power supply.
- Verify if any safety switches have been triggered due to the use of the heater. Faulty appliances can sometimes cause safety switches to trip. Check the switchboard for any tripped switches and reset them if necessary.
- Examine the controls of the heater and refer to the manual for troubleshooting instructions. If the manual is not readily available, you can search for it online using the model number of the heater.

By following these steps, you can determine if the power supply is the root cause of the problem and identify any potential faults with the appliance itself.

Gas:

Please follow these steps to troubleshoot the pilot light issue:

- Check if the pilot light has been extinguished. Refer to the instructions provided with the appliance for specific details on how to relight the pilot light. If the instructions are not available, you can search for them online by using the model number of the appliance.
- Ensure that the gas supply is still connected to the property by testing another gas appliance. Verify if the alternate appliance is functioning properly. If the other gas appliance is also not working, it indicates a potential issue with the gas supply. In such cases, you can check the main gas valve at the property or contact your gas supplier for further guidance. Additionally, you can search for "Gas Supply Issues" on Google to find information specific to your local area and any ongoing disruptions.
- If your appliance has a filter, check if it is dirty or clogged. A dirty filter can affect the proper functioning of the appliance. Clean the filter according to the manufacturer's instructions.

By following these steps, you can address common issues related to the pilot light, gas supply, and filter, which may help resolve the problem with your appliance.

PESTS

Cockroach Extermination:

Use store-bought cockroach bait. Cockroach bait is either housed in a childproof-case or applied as a gel and contains a slow-working poison mixed in with an attractive food (for cockroaches). The roaches eat the poison and bring it back to the nest, where it eventually kills all the other roaches. Get some insecticide that is labelled for use against cockroaches. It is available at supermarkets or in hardware stores. Spray wherever cockroaches may be hiding or entering the house, including along walls, in cracks, and in vents.

Ants:

Most ants are beneficial, killing real pests such as fleas and bedbugs, but that's no consolation when they start streaming in under your doors and crowding your kitchen cabinets. Ants come inside because they're attracted to your food, but you can also use food to repel them. One of the best ways to kill ants is by spraying them with lemon or peppermint-flavored water. Line suspected entryways with deterrent substances. Salt, chalk or baby powder can be spread under doors, near windows and walls. Apply scents and substances that ants don't like. Vinegar, peppermint oil, cinnamon, black pepper, cayenne pepper, whole cloves, and bay leaves are all examples that have varying claims of success. However, some of these might be harmful to pets and irritants to curious children. If these lightweight measures don't do the trick, you might have to declare war by using bait traps and chemical insecticides.

Mice:

Methods for controlling rodents include sanitation, exclusion, and trapping. To prevent and manage rodent problems, it's important to assess the area for potential sources of food, water, and shelter. Discouraging rodents from inhabiting the area can be achieved through practices such as maintaining high levels of hygiene, removing clutter, excess foliage in the garden, plumbing leaks, food scraps, nesting sites, and shelters. It's crucial to seal even small gaps or holes, as mice can squeeze through openings as small as 8 mm.

Trapping rodents may be the most viable option in certain situations, such as in food premises where the use of chemical pesticides is not accepted, or when attempting to capture individual rodents that are not attracted to bait.

In the state of Victoria, Australia, the sale and use of glue traps for trapping animals are prohibited, including their use by commercial pest control operators for rodent management.

MOULD

Mould is primarily a sign of poor ventilation. Whenever using hot water such as in the shower or bath, when boiling for cooking, steaming, using an electric clothes dryer or rice cooker for example, ALWAYS keep windows open to avoid the development of mould. Particularly in winter, the bathroom door should be left open after showering to let steam disburse. Should mould appear, the sooner you treat it, the better. Bleach, vinegar, commercial mould treatments available from supermarkets are all recommended. If you have signs of mould in cupboards, mould absorbers also available from supermarkets should be used and replaced regularly. Always notify our office when mould is present.