

No power in the property?

- Safety switches may have been activated The main switch board which will be somewhere inside the property usually near the front door. Check that all the switches are in the "ON" position. An electrician may need to be called out, however if it is one of your appliances you will be responsible for paying the repair.
- Turn off all your appliances at the power point.
- Reset the safety switch on the switch board.
- If it goes out again then it could be that one of your appliances is faulty or that you have too many appliances plugged into the socket.
- Perhaps there is an outage in your street or apartment complex, call your electricity provider and check with them first.
- Ensure you have paid your most recent bill.

Lights and/or power points not working?

- You may have a blown light globe. Replace the globe, if it is a halogen globe you can pull out the blown globe and replace with a new one which can be purchased at the supermarket.

Faulty appliance?

- It could be that one of your appliances is faulty or you have too many appliances plugged into the one socket.

Electric oven or cooktop not working?

- You may have switched off the power point. Some electric cooking appliances operate from a switch on a power point. Check power points in and around the appliances - these may be on the wall or in a cupboard. Switch it back on. Also check the main switchboard. The safety switch may have flicked into the off position.

Gas cooktop electric igniter not working?

- You may have spilled water on the ignitor - has something boiled over?
- The ignitor that turns on the gas hob is operated by an electric spark. If something has boiled over and wet it or been spilled on it, it will need to dry out for at least a week. Turn it off at the switch (probably located under the counter or in the cupboard) and use manual lighting with a match or lighter.

No hot water?

- Have you connected your power and or gas when you moved in? If you have an electric hot water service, it can take up to 24 hours to heat up. If you have electric hot water system (these will usually be internal in a cupboard or under the sink)
- You may have just moved in, so it can take up to 24 hours to heat up.

- Check that there is no water leaking from the boiler - if there is please contact your agent or if after hours please contact an emergency plumber.
- If you have a gas hot water system (will be an external unit) Check that the pilot light is alight. If not, you can re-light it and there will usually be instructions on the unit itself.
- Blocked, sink, bath or shower?
- If your sink takes a long time to drain, you may need to clear hairs and soap from the plug. Use a plunger (to clear the blockage. You may also try Draino which can be purchased at the supermarket.)

Common area problems – stairwells, lifts, hallway, car park etc.

- Any fault or problem in these areas - This is NOT the responsibility of the landlord or agent. Contact the Owners Corporation - you can usually find their contact details on a plaque by the letter boxes or front door.

Locked out of the property?

- If you have locked your keys inside your property or have lost them, please call a locksmith if this happens out of office hours. If this happens during office hours, please call our office as we may have a spare set of keys which you can borrow (please bring ID)

Your agent/landlord are not legally obligated to hold a spare key or provide you with one

Roof leak?

- If you have water leaking into the property and you have top floor apartment, please call the Owners Corporation
- If you are in a free-standing residence, such as a house or townhouse and if the water can be contained, we suggest you place a bucket and towel underneath until maintenance can be arranged.
- During unusually heavy storms (especially at night) there is little that can be done. We suggest you contact your agent as soon as you can. If the water leak is heavy and potentially flooding the property, call an emergency plumber. Note: plumbers will not be able inspect the roof until the heavy rain has subsided.

Storm

- During unusually heavy storms (especially at night) there is little that can be done. We suggest you contact your agent as soon as you can. If the water leak is heavy and potentially flooding the property, call **SES** on **132 500**. Note: plumbers will not be able inspect the roof until the heavy rain has subsided.