



Noble House Property Agents Pty Ltd
 Trading as Halfapercent Estate Agents
 276 Inkerman Street, St Kilda East Vic 3183
 (03) 9527 1211
rentals@halfapercent.com.au OR propertymanager@halfapercent.com.au

EMERGENCY AFTER HOURS CONTACTS & TROUBLE SHOOTING TIPS

Office Hours Monday to Friday 9am to 5:00pm
Office Phone 9527 1211
Emails rentals@halfapercent.com.au
propertymanager@halfapercent.com.au

For **urgent maintenance only** please follow the below steps
 Firstly, what is an **urgent maintenance/repair**:

- a burst hot water service;
- a blocked or broken toilet;
- a serious roof leak;
- a gas leak;
- a dangerous electrical fault;
- flooding or serious flood damage, serious storm or fire damage;
- a failure or breakdown of the gas, electricity or water supply to the rented premises;
- any fault or damage that makes the rental premises unsafe or un-secure

Step 1. Telephone our office (9527 1211) for our after-hours contacts to assist with urgent maintenance (these are also noted below)

Step 2. Email your property manager to advise of the issues and actions that you have taken on the same day (emails are noted above)

If you arrange for a repair not classified under an “emergency repair”, the rental provider may not be required to reimburse you. To avoid any such costs, please click below to refer to Consumer Affairs Victoria.

<https://www.consumer.vic.gov.au/housing/renting/during-a-lease-or-residency/repairs-maintenance-and-changes-to-the-property/urgent-repairs/urgent-repairs#urgent-repairs-in-rental-properties>

EMERGENCY AFTER HOURS CONTACTS

Plumber 1	TD Plumbing Services	0414 530 991
Plumber 2	Quick Service Plumbing	0433 091 593
Plumber 3	Harmony Heating & Plumbing	9523 9933
Plumber 4	SPN Plumbing	0419 334 195
Electrician 1	Easton Electrical Services	0481 129 383
Electrician 2	Arc Innovations	0405 072 900
Locksmith	Ace Locksmiths	9534 0586
Glass Repairs	BCI Glass	0411 551 262
Flood Repairs	Aqua Clean (Andrew)	0414 847 876
Sliding Gate Failure	L. A. Bayside Doors & Gates	9527 9955

State Emergency Service (SES) 132 500 (in extreme emergencies only)

TROUBLE SHOOTING TIPS

Please refer to the below before calling any tradesmen. We also suggest you consult with any instruction manuals (google if you do not have any) before calling about appliances. For electrical issues, please always check the mains to ensure there is not a tripped switch, there may be a faulty appliance or you may be able to isolate the issue by not using the faulted area but still having power to the rest of the house.

SPLIT SYSTEMS

Filters require cleaning/vacuuming on a regular basis, at least every 6 months. Batteries require changing in remotes, this can be the cause of units not working. Consult an instruction manual, is the unit on the correct setting?

Your Aircon will NOT work efficiently when it's over 35 degrees outside. You will not be able to get the unit to cool your property to 18 degrees immediately so do not expect this to happen. Please set to around 24 degrees on these extreme hot days to avoid damaging the unit

LOCKS STICKING/STIFF

Use graphite to lubricate. Have you had a new key cut? It could not be quite the right fit

SMOKE DETECTOR BEEPING

Replace the battery if you can.

NO WATER

Check meter, has it been turned off? Check with your neighbours/other residents. Perhaps there are temporary works within the complex. Call your water company to ensure it hasn't been turned off in the street.

NO HOT WATER

Is the unit gas? If so, has the pilot light gone out that you are able to re light? Check with your water company water hasn't been switched off in the street or your gas company if the unit is gas. Check the unit itself, if it's an electric instantaneous and showing an error code, trouble shoot with an instruction manual also try switching the HWS mains switch off for a few minutes and back on again to see if this re sets. If an outdoor unit, is water coming out of the unit? If so a plumber is required, if its an electric system an no water is coming out of it then chances are an electrician is needed, if gas then generally a plumber is required.

OVEN NOT WORKING

Have you set the timer? Some ovens require this to be done before they will work. If the timer is flashing, it needs to be set. Check mains to see if switch has tripped Is the child lock on (key symbol).



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NO HEATING

Is the unit gas, could the pilot light have gone out that is easy to relight? Please refer to loss of power or no gas below.

LOSS OF POWER

Contact your distributor to see if there are any faults.

Contact your retailer to ensure there are no issues with bill payments. Check the mains switches to see if the safety switch has tripped. You can turn safety switch back on and test appliances one at a time, if it goes off again you should be able to determine the appliance or area that is the issue and isolate the mains switch to that particular area only on the mains switch board so you still have power to other areas. Has a fuse blown? Sometimes too many appliances used at the same time can cause a fuse to blow or an overload.

NO GAS

Check your meter, has it been switched off?

Contact your provider to ensure it hasn't been switched off in the street. If living in apartment buildings, check with the Owners Corporation that there are no faults in the building.

LEAKS INSIDE OR OUTSIDE

Please locate water mains and turn the lever off until a plumber can attend

GAS SMELL- POTENTIAL LEAK

Please locate gas main and turn the lever off until a plumber can attend.

NO INTERNET

Contact your provider

BLOCKED SINKS/DRAINS:

Have you cleaned out any hair? Have you tried a drain clearing product such as draino? Have you tried a plunger?

The majority of blockages are caused by what is being put down the drains which will be renters' responsibility if the cause is hair, food, oil etc

AUTO GARAGE/GATE NOT OPENING:

Have you changed the batteries in the remote?