



Noble House Owners Corporation Reg. No 0000098
 Trading as Halfapercent Estate Agents
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EMERGENCY AFTER HOURS CONTACTS & TROUBLE SHOOTING TIPS

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

Should you have any common property after-hours urgent maintenance please refer to the following tradespeople for assistance. **We strongly advise not to engage unfamiliar trades outside of this list or from a Google Search as exorbitant fees/charges by unknown trades may not be covered.**

Kindly email our office to advise of the issues and actions that you have taken on the same day (emails are noted above)

PLEASE NOTE: If you arrange for a repair that is not considered an urgent repair or part of the Owners Corporation responsibility you may be charged.

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

EMERGENCY AFTER HOURS CONTACTS

Plumber 1	SPN Plumbing	0419 334 195
Plumber 2	TD Plumbing Services	0414 530 991
Plumber 3	Quick Service Plumbing	0433 091 593
Plumber 4	Hutchison Plumbing Group	0438 559 353
Plumber 5	National Eco Plumbing (Jarrod)	0433 397 372
Electrician 1	Easton Electrical Services	0481 129 383
Electrician 2	Active Phase Electrical	0401 580 119
Locksmith 1	Ace Locksmiths	9534 0586
Locksmith 2	Solid Lock Locksmith	0401 073 756
Glass Repairs	BCI Glass	0411 551 262
Flood Repairs	Aqua Clean (Andrew)	0414 847 876
Sliding Gate Failure 1	L. A. Bayside Doors & Gates	9527 9955
Sliding Gate Failure 2	F & J Roller Door Service (Fred)	0412 184 772
Lift (1526 High Street Only)	Kone Elevators Faults	1300 362 022

EMERGENCY AFTER HOURS CONTACTS – LIDO APARTMENTS ONLY

Plumber 1	SPN Plumbing (Simon)	0419 334 195
Plumber 2	TD Plumbing Services (Terry)	0414 530 991
Common Area (Cleaning/Flooding)	Pari	0430 231 403
Electrician	Active Phase Electrical (Raif)	0401 580 119
Locksmith	Precision Locksmiths	9699 6811
Lift Faults	Kone Elevators	1300 362 022
Car Stacker Faults	Klaus Multiparking	8797 4400
Garage Door Faults 1	F & J Roller Door Service (Fred)	0412 184 772
Garage Door Faults 2	L. A. Bayside Doors & Gates	9527 9955
Fire Equipment Faults	Alexon	1300 001 004
Utility Issues - gas, electricity	ENSA	13 24 12
Internet Connection	Lynham Networks	1300 596 426

IN A POWER OUTAGE SITUATION THE GAS AND THE BULK HOT WATER MUST BE RE-SET MANUALLY AT LIDO. ONSITE COMMITTEE MEMBERS HAVE BEEN TRAINED TO RE-SET.

OTHER HELPFUL TROUBLE SHOOTING TIPS

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 relight?

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 resets. If an outdoor unit, is water coming out of the unit? If so a plumber is required, if its an electric system and 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).

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?