

Maintenance Checklist

– Try These Before Calling For Help....



Before proceeding with logging your Maintenance Request with our office please refer to this guide first to avoid any unnecessary call outs.

NO ELECTRICITY?

- Have you paid your bill?
- Have you contacted your electricity provider? There may be a fault at their end.
- Have you checked your switchboard? There may have been an overload and the safety switch has been activated and needs resetting.
- Have you checked if one of your appliances is faulty? Unplug all appliances in the house. Reset the safety switch in the meter box. If the safety switch trips or blows again with nothing plugged in, contact Victoria Point Docklands Real Estate. If all is well with nothing plugged in, it is highly likely an appliance is faulty. Once you have unplugged all of your appliances and re-set the safety switch, start plugging in your appliances one by one. For example: plug in your fridge and check the safety switch has not clicked off. If the safety switch does click off then you know that there is a fault with the fridge and you need to get it repaired. Otherwise disconnect the fridge and plug in the stereo and continue the same process checking all of your appliances until the faulty appliance is located. If the electrician attends to the job and finds the fault is with one of your appliances, you will be charged for their fees.

NO HOT WATER?

- Contact Victoria Point Docklands Real Estate as soon as possible.

LIGHTS OR POWER POINTS NOT WORKING?

- Have you checked your switchboard? If there has been an overload the safety switch may need resetting. Refer back to “No Power” above to check each of your appliances.
- Have you replaced the light bulbs?

STOVE ELEMENT IS NOT WORKING?

- Have you checked the connections to make sure they are not loose or dirty?
- If you are cooking with or cleaning your stovetop please ensure there is no excessive water exposed to the burner as this can effect it.
- Some stoves do have on/off switches, usually on the wall near the stove or in a cupboard.

KITCHEN OR BATHROOM SINK BLOCKED?

- Have you tried using some Draino to try and free the blockage? This is a product that costs a couple of dollars and can be purchased at the supermarket.
- Have you tried pouring boiling water down the sink to free simple blockages like old soap and hair?
- Have you cleared minor blockages like food from the waste and “u” bend? Put a bucket under the pipe, unscrew the pipe under the sink (where possible) remove any blockage or build-up and re-screw the pipe back together.
- Remember not to put fat and oil into sinks as these will clog up the pipes.
- If you are suffering from a major blockage with no water flow and/or sewerage overflow then contact us immediately. The above suggestions are appropriate only when the water is taking a long time to drain from your sink for example.

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DRIPPING TAPS?

- Are the taps being turned off correctly, especially by children?

WASHING MACHINE'S NOT WORKING?

- Are the washing machine taps turned on at the wall?
- Have you checked to make sure the appliance is turned on at the wall?
- Have you checked that the lid is closing properly?
- If the machine has stopped half way through a cycle, make sure the machine is not overloaded and out of balance – rearrange the items evenly in the bowl.

DRYER NOT WORKING?

- Have you checked to see if the lint filter needs cleaning out? Dryers can automatically shut down due to overload of lint in the filter and also if there is too much clothing in the dryer. Sometimes dryers can overheat – leave it to rest for a while if you have been using it for a long period of time.

SLIDING DOORS

- Have you checked to ensure that boxes, toys, clothes or other obstructive objects are not rubbing against the doors? Also check to see if an object is stuck in the tracks.

DOOR LOCKS

Any issues with door locks or swipes, see Victoria Point Docklands Real Estate.

TV RECEPTION

- Have you checked if the aerial is plugged in correctly? Have you checked that the plug and wires on your lead are in good condition?

TELEPHONE

- All problems related to the phone should be directed to Telstra or your service provider.

AIRCONDITIONER

- Check the switchboard, see if safety switch has tripped due to possible overload – may need re-setting.
- Have the filters been cleaned recently?

If you have further questions call the Victoria Point Docklands Real Estate team on 03 9642 1822 or email us at: rentals@victoriapoint.biz Visit our website at www.vicpoint.com.au