

# TROUBLE SHOOTING GUIDE



## BEEPING SMOKE ALARMS

Please do not just remove the batteries. Please call the Smoke Alarms Australia 24hr tenant hotline and team member will be able to assist 1300 652 213.

## POWER

If your neighbours have also lost power contact your Electricity Supplier, otherwise check your Safety Switch, which may have tripped. If so, reset the switch. If it trips again unplug all appliances from power points. Reset Safety Switch and plug in appliances one at a time until faulty appliance is located. If you have a fuse box check this for a blown fuse.

**Note:** If this does not rectify the problem please notify our Agency. Tenants will be required to pay for callouts where a faulty appliance belonging to them has caused the problem.

## LIGHTS

Check power or fuse box. Ensure the power is on and the switch has not tripped. If the bulb has just blown, please replace as per the tenancy agreement. If problem is not remedied contact the office.

## AIR CONDITIONER

If not working, check power and fuse box. If unit is not blowing cold air, remove filters, clean and replace, also check that the drain on the external unit is not clogged.

## PLUMBING LEAKS

A common problem is water leaking from wet areas e.g., bathrooms, laundries, kitchens, into adjoining rooms or under sinks. A regular check for water leaks is advisable. If the carpet/floor is wet, sponge and dry area thoroughly and check again after use. If there are marks under vanity pipes, clean and dry the area and check again after use. Advise our Agency immediately if there is a problem.

## LEAKING FROM TOILET

Regular mopping and turning off the tap between uses is adequate until the tradesperson arrives. Please complete the Repair Advice Form and send to our Agency to arrange for a tradesperson.

## SHOWER / BATH WATER DRAINAGE

Clean water outlet of hair and soap build up which can block water drainage.

## LOCKED OUT?

Office Hours – You can collect our management set and return them to our office by close of business.

After Hours – Please contact a local locksmith at your cost.

## GENERAL REPAIRS & MAINTENANCE

All repairs and maintenance must be forwarded to our agency in writing to [repairs@brpm.com.au](mailto:repairs@brpm.com.au) so we can act accordingly. Please provide as much information as possible of the repairs needed as well as any photos and access authorisation for the repairs to be done. Repair request forms have been provided in your sign-up pack and are available for download on our website.

**FOR ANY LOSS OF POWER OR WATER PLEASE CONTACT YOUR SUPPLIER OR  
CHECK ONLINE FOR AREA FAULTS BEFORE CONTACTING THE OFFICE**