

Maintenance Policy.

Requests and Timelines



This information outlines the Policies and Procedures that Ray White Bridgeman Downs will use to resolve maintenance requests. Below we outline the different types of maintenance requests and the resolution times surrounding them.

All maintenance must be requested in writing.

Types of Maintenance	Examples	Timelines
Standard/General Maintenance	Leaking Tap etc.	1 – 2 Business Days
Non-Standard Maintenance	Repair or Replace Large Appliances*	2 – 4 Weeks
Requests to Alter or Add Provisions	Making Changes or Amendments to the Property - Subject to Owners Consent	3 – 5 Business Days
Emergency Repairs	Burst Water Pipe or Gas Leak	2 – 4 hours*

*Replacing or repairing large non-essential appliances, would be dependent upon availability of parts and/or product. Items such as; hot water service are treated as essential items and are responded as soon as is practicable.

*Matters of an urgent nature that require immediate rectification, that effect the safe and efficient operation of the home and/or the safety of the tenant are dealt with within 2 – 4 hours of receiving the initial advice.

We endeavour to ensure all maintenance requests are attended to within the appropriate timelines. However, all maintenance quotes must be approved by the owners before commencement of works. In some cases, multiple quotes may be required.

Please note: Time frames are subject to change.

Approved Service Providers

Ray White Bridgeman Downs works alongside our list of recommended and approved service providers. Appropriate access should be given, to allow requested maintenance to be quoted and completed.

Please Note: Sourcing unapproved tradespeople to commence works, without approval from the owner, will result in those invoices not being reimbursed.

Troubleshooting Guide

Please Refer to This Guide Before Lodging Maintenance Requests

HOT WATER SYSTEMS

If your supply of hot water is not hot or doesn't seem to last as long as it should, your hot water system may need topping up.

Electric Hot Water System: Locate the filler valve on the side of the hot water system and lift the floppy lever until water flows from the overflow. Repeat this process every few months. Ensure the power is on; has the power box tripped the switch or blown a fuse; or has your shower routine changed or increased (tank capacity and/or tariff rates will effect this).

Gas Hot Water System: Ensure the pilot light has not gone out. There should be instructions on the system for relighting the pilot light.

Remember in winter, the efficiency of the tank is less than summer and the water will cool quicker. Note: Please follow the above procedure before requesting maintenance.

Remember a leaking hot water tap will cause poor supply of hot water and high electricity accounts.

HOT PLATES / OVEN

Check if power is connected or check power box for tripped switch or blown fuse.

For **Gas stoves/ovens**, please ensure the gas bottles are turned on and have sufficient gas.

WATER LEAKS/ ROOF LEAKS

Roof leaks & Water leaks can quickly escalate and lead to further complications.

BLOCKED SINKS/ DRAINS

You are responsible for keeping all sinks, tubs, showers and toilet drain lines clear. Do not allow anything into the plumbing system or use them for any purpose other than their original design.

BATH/SHOWER LEAKS

A common problem in properties is leaking from wet areas i.e. bathrooms, kitchens, into adjoining rooms, a regular check is advisable. If the carpet/floor is wet, sponge and dry the area thoroughly and check again after use of the wet area.

LEAKING FROM TOILET

This is usually a minor problem. If there is only one toilet in the property, regular mopping and turning off the tap between uses is adequate until a tradesperson arrives. If there are two toilets in the property ensure the tap is turned off until a tradesman arrives.

LIGHTS/ POWER/ SWITCHES

Tenants are responsible for replacing blown light bulbs. Check power or fuse box. Ensure the power is on and the switch has not tripped.

If the safety switch has tripped, reset it. If it trips again, turn off all the power points and unplug appliances. Reset the safety switch again, then plug in appliances one by one to find out which appliance is tripping the switch. Do not under any circumstances attempt to fix any Electrical Fault yourself. Do not use switches. Please lodge a Maintenance Request.

NOTE: Tenants will be required to pay for callouts where a faulty appliance belonging to the tenant has caused the problem.

GARBAGE DISPOSAL UNIT

If your food disposal fails to work, you may need to push the reset button. This button is under the unit and usually red. Do not attempt to disassemble unit.

NOTE: Tenants will be required to pay for callouts to repair food disposal units that are blocked due to tenant misuse or abuse.



POOL PROBLEMS

Water level is a priority and must be kept at a level to allow water to flow through the skimmer boxes at all times. Failure to do this could result in enormous expenditure to you.

No metal objects are to be allowed in the pool as it could cause corrosion marks.

Ensure regular testing of water to keep correct PH level, this helps prevent mould/fungus forming in the pool. Vacuum at least once a week to keep pool clear of debris.

Regular checks of pump to ensure the motor is working correctly and efficiently. Leaking or pooling water at the pump could mean a cracked casing and will need attention.

Even if the pool is maintained for you, it is still part of your responsibility to keep an eye/ear out for any problems.

Emergency Maintenance

Please ensure that you contact your property manager directly on **07 3137 0277** PRIOR to requesting a tradesperson to attend to an emergency. If you cannot get through to our office, call your property manager on **0427 000 114**.

Examples of an Emergency Repair may include:

- Water pipes have broken or burst
- Blocked or broken toilet (if a second is not available)
- Serious roof leak
- Gas leak
- Dangerous electrical fault (e.g. loose power point or live wire)
- Flooding/rain water inundation
- Serious storm or impact damage
- Failure or breakdown of the gas, electricity or water supply to the premises
- Failure or breakdown of an essential service or appliance required for **gas, water or cooking**
- Fault or damage that makes the property unsafe or insecure
- Fault or damage likely to injure a person or damage property

If you cannot get in contact with any of the numbers above and you consider the maintenance issue to be an emergency, please find our approved trades people below.

Please be aware, that should the issue deemed to be not an emergency after the trades people have attended your request, and/or the issue was caused by the TENANT, the tenant will be liable to cover part or all of the expenses.

Electrician: LJH Electrical – 0424 646 376

Plumber: Asset Plumbing Works – 0413 918 626

Pool Related Issues: Mr Pool Man – 0411 868 880

Glazier: Ray Castle Glass – 0467 000 782