

After Hours EMERGENCY Repairs Procedure



‘EMERGENCY’ - If the situation is not rectified immediately, your health or safety is at risk, or the property is at risk of damage.

AFTER HOURS EMERGENCY CONTACT – PROPERTY MANAGER - 0420 293 011

1. Check the table below and go through the appropriate checks.
2. If the problem persists, leave a CLEAR message on the emergency contact number above. You must leave your name, property address, contact number, and problem. Your call will be assessed and answered accordingly.

PLEASE NOTE:

* If a tradesperson has been sent out at the tenant’s request, and the cause of the problem has been due to the negligence of the tenant or someone visiting the property, and the appropriate checks have not been done prior to the tradesman being called out, it is agreed that the call-out cost will be payable by the TENANT, not the agent or owner of the property.

* If a tradesperson has been sent out at the tenant’s request and it is deemed that the problem was not in fact an ‘emergency’, the tenant will be liable to pay the call-out cost.

Ask yourself: “If I was paying for this, would I call out a tradesperson after hours at DOUBLE the rate?”

SERVICE	YOU MUST CHECK BEFORE CALLING	CONTRACTOR
PLUMBING	In the event of a major leak, please turn main water supply off to the house – at the water meter which is located at the front of the house. Toilets not flushing - If there is a water pump, ensure this is connected and try pressing the RESET button, then re-set the safety switch (see over for instructions)	Hayes Plumbing 0401 722 310
GAS	If on bottle supply check to see if your bottle is empty or not switched over to full bottle. If there is a gas leak, switch off the gas supply.	Hayes Plumbing 0401 722 310
SEPTIC SYSTEMS		B & Y Liquid Waste Removals 0400 875 888
ELECTRICITY	See over page	Mr A Electrics 0419 498 643
ELECTRIC HOT WATER SYSTEMS	See over page	Mr A Electrics 0419 498 643
LOCKSMITH	If you are locked out of your property after hours, or need to change locks urgently due to break-in.	Amalgamated Locksmiths 0417 717 370
GLASS REPAIRS	If property unsecure due to broken window or door	Caboolture Glazing 0416 150 340
FLOODS & STORMS		STATE EMERGENCY SERVICE (SES) 13 25 00
LOSS OF POWER SUPPLY	To report electricity interruptions, and for updates on power restoration progress in your area.	ENERGEX 13 62 62



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GUIDE TO ELECTRICAL PROBLEMS

SAFETY SWITCH RESET GUIDE

All properties must now have a safety switch installed and maintained.

We receive a lot of calls about safety switches cutting out due to faulty appliances and moisture, especially in winter. We have prepared a simple guide to try and reset your safety switch. This saves you time and may save a service call.

1. **Danger:** Check for any danger prior to attempting to reset the safety switch
2. **Verification:** At the switchboard the safety switch will always have a test button on it.
3. **Reset:** Try and switch the safety switch on (may be hard to switch on - use a little force until it either stays on or trips back out)
 - a. **Power ON:** If the switch stays on, check to see if there is power to the power points, if so the fault may have gone away. (Go no further down the list)
 - b. **Power OFF:** Physically remove all appliances that are plugged into the power points inc Fridge, toaster, washing machine, kettle, dishwasher, outside power points, septic pumps, any outdoor pumps, pool pump, electric garage doors etc.

DO NOT JUST TURN THE POWER POINT SWITCH OFF, REMOVE THE PLUG

4. **Reset:** Reset the safety switch again, It should remain ON, if not, please contact **Solutions Property Management**, who will contact us.
5. **Power ON:** Plug the appliances back in one by one, if the power goes off again – remove the last plugged in appliance and get it repaired by an appliance repair technician. Then turn the safety switch back on.

ELECTRICAL HOT WATER SYSTEM - NO HOT WATER CHECKLIST

Should you find you have no hot water please take the following steps:

1. Check the fuse or circuit breaker.
 - a. Fuse: Remove wedge and check the fuse wire is intact – If not intact, replace with correct size wire – if unsure how to change please contact Solutions Property Management.
 - b. Circuit Breaker should be in the on position.
 - c. If you turn the circuit breaker on and the power switches off again an electrician is needed.

If power is on to the unit go to 2

2. Go to the hot water tank.
 - a. Make sure the tank has not got a leak – if there is a leak the hot water may have run out. In this case, a plumber will be needed.
 - b. Make sure the tank is full of water- pull up the pressure release valve until water flows from the overflow pipe – this may take a few minutes.
 - c. Carefully feel the water at the overflow, if it is hot at the tank but cold inside the home, a plumber will be needed as the mixing or temperate valve may have failed.
 - d. If the water coming out of the overflow is cold – an electrician is needed.