



## REPAIR REQUEST

<b>DATE REPORTED</b>	___/___/___ TIME: AM/PM
<b>PROPERTY</b>	ADDRESS:
<b>TENANT</b> <b>Contact info</b>	NAME: Home phone: Work phone: M: Email:
<b>REPAIR ADVICE</b> Please provide as much detail as possible so we can arrange appropriate action.	THIS REQUEST IS: <input type="checkbox"/> URGENT – An emergency or the Property is in danger of damage <input type="checkbox"/> NOT URGENT – Not an emergency Repair/Quote request details: _____ _____ _____ _____  IF APPLICABLE HOT WATER <input type="checkbox"/> Gas <input type="checkbox"/> Electric Make/Model _____ STOVE <input type="checkbox"/> Gas <input type="checkbox"/> Electric Make/Model _____ OVEN <input type="checkbox"/> Gas <input type="checkbox"/> Electric Make/Model _____ OTHER_____ <input type="checkbox"/> Gas <input type="checkbox"/> Electric Make/Model _____
<b>ACCESS FOR TRADESPERSON</b>	<input type="checkbox"/> <b>A Dog is on the premises. Tenant/s agree to restrain or remove for access.</b> <input type="checkbox"/> Use Agency key-tradesperson to advise day of entry <input type="checkbox"/> Call tenant to arrange access * Please be aware that if a booking is made with the Contractor and access is not available, as arranged with Tenants, you may be responsible for the call out fee. Please ensure a nominated person is at home to allow access.
<b>PROPERTY MANAGER TO COMPLETE</b>	<input type="checkbox"/> Owner approved repair up to \$ <input type="checkbox"/> Owner approved quote only Does the owner have a preferred tradesman YES/NO WHO: _____ <input type="checkbox"/> Text sent to Tenant with Tradepersons details Property Manager: _____



### **ELECTRICITY**

Please ensure that you have had your power connected if you are new to the property. Check with Energex to ensure that there is no fault in your street. If you live in a unit, check with your neighbour – if other units in your complex are experiencing similar problems it may be the Body Corporate that needs to be contacted for action. Please check the fuse box. The safety switch may have been activated for some reason and may need to be reset.

### **LIGHTS OR POWER POINTS NOT WORKING**

No power to the property or no lights or no power points working (could also be only half the house has power)? Have you checked the meter box? In most cases the problem will be that a fuse has tripped or the safety switch has tripped. This usually happens if you have a faulty appliance or if you have too many appliances switched on at the same time. Turn off the appliances you were using at the time and to go to the meter box. Take special note of any switches that are in the off position. You will need to turn all switches to the off position, leave them off for a few seconds and then turn them all on again. Turn each appliance on, one at a time. If the safety switch trips when you turn on the toaster, kettle etc then it is likely that particular appliance is faulty or has just become faulty. Keep in mind that it can sometimes be the fridge or other major appliances that have recently become faulty. In an old home, you may have the old style fuses that should not be fixed by the tenants. Have a look at the fuses and see if you can see the wire broken on any of the fuses.

If an electrician is called to the property and the fault is with one of your appliances or simply to reset the Safety Switch then you will be charged for the service fee.

### **STOVE ELEMENT NOT WORKING**

Check the connections to make sure it is not loose or dirty. Sometimes pulling the element out, cleaning it and putting it back in again is all you need to do to fix the problem.

### **NO HOT WATER**

Have you filled the hot water system? Almost all hot water systems need to be filled (usually quarterly). If it has not been filled recently then that would be the reason for the lack of hot water. How to check - there is a release valve at the top of most hot water systems. You will need to lift the valve and hold it up until water is released from the overflow valve. This can take seconds or a couple of minutes, but would not be any longer than that. It will then take approximately 24 hours for the tank to reheat and should be fine from there. You should fill the system each time you receive an electricity bill. This is a good reminder. Is your electricity account on night rate off peak – if so, you would only have a limited supply of hot water as the system only reheats at night and not during the day. This is usually ok if you have a small family but if you have children or a new baby you will soon discover that you may need to have it changed. Energex will not need to go to the property to do this; it can be done from the exchange and needs to be done by you as you are the holder of the account. It usually means an increase in your electricity account though.

If it is a gas system, you may need to light the hot water system. If you are new to the house this may not have been done, or on occasions if there is an air pocket in the supply they can go out. The instructions on how to relight the system will be on the outside of the system. If you have gas bottles, the bottles may be empty. If the previous tenants did not use all of their gas you will still get a supply until they are empty and you should have them refilled regularly. Failure to refill the system or ignite the pilot light could result in the call-out fee being invoiced to the tenant.

### **BATHROOM OR KITCHEN SINK BLOCKED**

Try using some draino to clear the blockage. You could also try pouring boiling water down the sink to free up old soap or hair or try the same with the kitchen sink to remove old food from the kitchen waste. Never put fat or oil into the drain as it will block up the pipes. Another handy hint is to turn all taps on in the house and flush the toilet all at once. The excess rush of water is often enough to force any hair or minor blockages through the waste pipes, particularly if you notice a smell coming from the water drain in the bathroom floor.

Plumbing faults ensure that no foreign objects have found their way into the pipes or insinkerator. Items that can cause problems are: disposable nappies; sanitary napkins; and teaspoons. Blockages caused by foreign objects are the tenant's responsibility.

### **GARAGE REMOTE CONTROL NOT WORKING**

Replace the battery in the remote as this is the most common cause. Otherwise, check that the combination in the remote is the same as the combination on the panel in the garage. This is not always possible depending on the type of remote. Check that the lever in the garage (generally next to the control box) is on auto. If it is on manual the remote control will not work. However, you will be able to manually operate the garage door.

### **KEYS AND LOCKS**

All locks require lubrication from time to time. Ensure that WD-40 or RP-7 has been applied prior to calling the office. If you have locked yourself out, you will be asked for photo identity before we can let you borrow our office set of keys and we are not able to give keys to anyone who is not on the lease or listed as an approved occupant. All lost keys are the responsibility of the tenant. Locksmiths charge a minimum of \$88 for a service call. Please note: A call-out fee of \$75 will be charged by Coronis Realty if we are required to reopen the office or keep the office open in order for you to collect a key. (We can try to make these arrangements for you; however, it may not always be possible)

### **RUBBISH BINS**

Brisbane City Council is responsible for rubbish collection and the maintenance of the wheelie bins. Please contact them directly if you have any problems or require repairs to the wheelie bins.

Please use common sense regarding emergency situations. Wherever possible, electricity, gas and water supplies should be turned off at the mains to minimise danger to yourself and others and damage to the property and your belongings!