

## **After-Hours Information & Troubleshooting Tips for Renters**

Before reporting a maintenance issue to your Property Manager, please make sure you have tried to **troubleshoot the problem first** using the guide below. This may help resolve simple issues quickly and avoid unnecessary call-outs.

Our **office hours** are:

Monday to Friday, 9:00 AM – 5:00 PM (If your matter is **not urgent**, it will be attended to the **next business day**.)

### **Troubleshooting Before Calling**

#### **No Hot Water**

- Check that your electricity or gas supply has been connected and turned on.
- Ensure the hot water tap on the system is open.
- For electric systems, check the fuse in the meter box.
- For gas systems, check whether the pilot light has gone out and relight it if possible.

#### **No Power**

- Confirm your power account is active and there's no outage in your area.
- Check your fuse box for a tripped switch and reset it if safe to do so.
- Unplug all appliances and test them one by one to identify any faulty item.

#### **Lights or Power Points Not Working**

- Check your fuse box; ensure the main switch is ON.
- Replace the light globe if needed.
- Confirm your electricity account is active and there is no local outage.

#### **No Water**

- Check if neighbours also have no water.
- Ensure your main water tap is turned on.
- Contact your water provider to confirm there's no local supply issue.

#### **Blocked Sink or Drain**

- Try using a plunger for slow-draining sinks.
- Avoid chemical drain cleaners like Draino—they can react with plumber chemicals.
- Never pour fat or oil down drains; this causes severe blockages.

#### **Air Conditioning or Heating Not Working**

- Replace remote control batteries and clean air filters.
- Confirm the system is on the correct mode (cool/heat).
- In extreme weather, the system may take time to reach your set temperature.

#### **Oven Not Working**

- Is the child lock (key symbol) on?
- Set the timer—some ovens require this before operation.
- Check the mains switch and ensure it hasn't tripped.

#### **Smoke Detector Beeping**

- Contact Detector Inspector (if they service the smoke alarms)
- Replace the battery.
- If still beeping, contact our office during business hours.

#### **Garage or Gate Remote Not Working**

- Replace the battery.
- Ensure you're standing within range and pointing toward the receiver.

### Leaks or Burst Pipes

- Turn off the main water valve immediately.
- Contact us or an emergency plumber right away.

### Gas Smell or Leak

- Turn off the gas main immediately.
- Leave the property and contact the emergency plumber.
- Do not use light switches, phones, or open flames.

### Locks

- If the key won't turn, try lubricating it with WD-40 or graphite.
- Contact a locksmith if locked out or unable to secure the property.

### No Dial Tone on Your Phone

- Have you contacted your service provider?
- Please note: The rental provider is not responsible for ensuring a working phone line. If a new line is required, any contribution is at the rental provider's discretion.

### No Internet

- Have you contacted your internet provider to check for outages or account issues?

### Common Property Issues (Strata/Owners Corporation)

- Identify if the problem is within your apartment or a common area.
- For common area emergencies, the Owners Corporation maintains their own list of emergency tradespeople.
- Owners Corporation details can usually be found on a plaque at the front of the property, letterbox, or foyer.

## After-Hours Urgent Matters

If you have an **urgent issue after hours**, please call and email.

**Natalie** – 0411 851 195 – [natalie@jacotineproperty.com.au](mailto:natalie@jacotineproperty.com.au)  
**Kasia** – 0411 947 186 – [rentals@jacotineproperty.com.au](mailto:rentals@jacotineproperty.com.au)

If you require **urgent maintenance** and have been unsuccessful in reaching us by mobile, please contact the following trades directly for assistance:

| Issue                   | Contact  |
|-------------------------|--|
| Plumbing                | Hames Plumbing – (03) 9853 3699<br>Beachside Plumbing – (03) 9512 0007 |
| Electrical              | Lume Electrical – (03) 9532 3723                                       |
| Glass Repairs           | BCI Glass – (03) 9531 4488   |
| Locksmith               | Ace Locksmiths – (03) 9534 0586  |
| Flood/Storm Emergencies | SES – 132 500  |

Please allow up to 1 hour for tradespeople to return your call. Be sure to leave a detailed message including your name, property address, and contact number.

**Note:** Plumbers cannot access roofs while wet, as required by law.

### Insurance Reminder

Please ensure your **contents insurance** is current to protect your personal belongings. The **rental provider's insurance does not cover renter contents.**