



EMERGENCY REPAIRS

What To Do Before A Tradesman Attends

PLUMBING

Toilet Not Flushing

- The toilet can be flushed by filling a bucket with water & emptying into the bowl

Toilet Running Constantly

- Jiggle the flush button as it may be stuck. Turn service pipe off to cistern & flush with a bucket of water.

Blocked Drain

- Providing water & sewerage is flushing & emptying from the toilet & shower etc, it will overflow from the outside grate.

Blocked Sink

- Plunging the sink with often clear the blockage. Use a receptacle to wash up & empty elsewhere.

Badly Leaking Tap

- **HOT TAP** – Turn the water off at the hot water system. You will still have cold water. You can turn the hot water system on to have a shower etc & then turn it off again
- **COLD TAP** – Turn the water off at the meter or in the case of a unit at the isolation valve. The water meter is usually located on the footpath near the boundary under a concrete or a green plastic lid. The isolation valve is usually positioned on the back wall near the hot water system.

Leaking Roof

- This can be caused by blocked gutters & downpipes. Tradespeople are unable to clear these during storms, during rain or at night due to safety reasons. Do not use light switches that are in the affected areas. Collect the water with buckets.

Burst Hot Water System

- Turn off water to hot water system. This is usually a small black knob.

Burst Pipe

- Turn off water at water meter.

Please note that if a tradesperson is called out to the property and it is not an emergency repair or the fault is one of your appliances, then this cost will be your responsibility.

ELECTRICAL

No Power

- Check your neighbours have power first as this could be a blackout
- Check that the circuit breaker/safety switch has not tripped (**DO NOT TOUCH FUSES**)
- Reset circuit break/safety switch. If power or power points trip again, do the following:
 1. Unplug all appliances – Fridge, microwave, dishwasher, lamps, iron, TV's, stereo equipment, washing machine, dryer etc. **SWITCH OFF ALL POWER POINTS**
 2. Switch off main power and circuit breaker. Reset safety switch. Turn on main power. Turn on circuit breaker. If the power stays on then it is more than likely one of your appliances.
 3. Plug back in appliances one at a time to isolate the fault. It can take up to 30 minutes for a safety switch to reset.

Shock From Power Point or Switch

- Contact our office immediately.

Light Switch or Power Point Switch is Loose

- Do not use. Report to our office.

Emergency repairs are defined as below:

Meaning of emergency repairs Emergency repairs are works needed to repair any of the following—

- (a) a burst water service or a serious water service leak;
- (b) a blocked or broken lavatory system;
- (c) a serious roof leak;
- (d) a gas leak;
- (e) a dangerous electrical fault;
- (f) flooding or serious flood damage;
- (g) serious storm, fire or impact damage;
- (h) a failure or breakdown of the gas, electricity or water supply to premises;
- (i) a failure or breakdown of an essential service or appliance on premises for hot water, cooking or heating;
- (j) a fault or damage that makes premises unsafe or insecure;
- (k) a fault or damage likely to injure a person, damage property or unduly inconvenience a tenant of premises;
- (l) a serious fault in a staircase, lift or other common area of premises that unduly inconveniences a tenant in gaining access to, or using, the premises.