

# 6380 2200

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## Maintenance Plan for Tenants

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### **Severe Storm Damage – Classified EMERGENCY**

1. If a person is injured call an ambulance on 000 then take the following steps
2. Contact the Property Management Team 6380 2200
3. Call SES (State Emergency Services) on 1800 199 084
4. If there is burst water pipes call a plumber and turn off the water mains  
Colin from Mr. Blockage 0415 478 648
5. If there is electrical damage call 13 13 51 or our electrician for advice and ensure you turn off the electrical mains  
Dave from Mactec Electrical 0400 525 646
6. If there is water damage to the carpets call our suggested water extractor company  
Mirtza Services Pty Ltd, (24 hour emergency service) 9201 9935
7. If there is any structural damage to the house, flooding or electrical problems do not stay in the house.
8. Your Property Manager will contact the building insurer the next working day who will send an assessor to attend to any structural repairs



### **Pest Control**

The removal of ants, mice, rats, cockroaches, flies, silverfish, earwigs are all the responsibility of the tenants and the owner is not obliged to pay for treatment and the Agent suggests you purchase bombs/baits to treat infestation.

### **Bees**

1. If you are allergic to bees and as such believe your life is in danger we suggest you contact  
Tom from Bee Man 0417 976 134
2. Any work undertaken will be at the tenant's cost.



**The following situations are not classified as Emergency Repairs and must be reported to your Property Manager the next working day first thing in the morning.**

Blocked Toilets (unless there is only one toilet at the property)  
Stove/Oven not working  
General Repairs  
Trouble with Reticulation  
Leaking Taps  
Pest Control  
Air conditioning not working

### **IMPORTANT NOTES**

1. If you choose to go ahead with a repair that is not classified as an emergency then the owner is not obliged to pay for any expense incurred
2. Damage caused by you or a visitor to the property is not claimable from the landlord / agent
3. We highly recommend tenants have their own contents insurance as the owners building insurance does not cover their personal belongings

This Maintenance Plan has been put together as a guide to assist you should any of the below events occur out of normal office hours.

### **OUR OFFICE HOURS:**

Monday to Friday 8.30am to 5.30pm and Saturday 8.30am to 12.00pm

We categorize maintenance into three types - routine, urgent and emergency.

**ROUTINE MAINTENANCE** is general upkeep of the property and is defined as work needed that does not present an immediate threat to the health and safety of your family or the property. Some examples are: repairing a non-functioning dishwasher, a closet door or an air conditioner.

Please put requests in writing to your Property Manager. These requests will be reported to the owner within two business days of receipt of email. We will await the owner's authorization for action.

**URGENT MAINTENANCE** is defined as work needed that does not present an immediate threat to the health and safety of the residents or the property *but, if not corrected soon, can result in injury, damage, loss or major inconvenience*. Some examples are: Clogged sink or drain, malfunctioning refrigerator (if belonging to the Owner and part of tenancy), blocked toilet (where a second is available for use within the property).

Please put request in writing to your Property Manager and follow up in office hours with a phone call 6380 2200. A suitable tradesperson will be engaged within 48 hours.

**EMERGENCY MAINTENANCE** is defined as work that is for an essential service or is an immediate threat to the health and safety of the residents or the property and must be corrected immediately. Some examples are: Water intrusions such as leaking pipes, overflows, sewer back-ups, electrical failures or short-circuits, broken locks on external doors, blocked toilet (where there is only one toilet in the property).

To ensure immediate response, please ring rather than email the Property Management Team on 6380 2200. A suitable tradesperson will be engaged within 24 hours.

### **AFTER HOURS EMERGENCY MAINTENANCE**

Sometimes you may be faced with an emergency situation. We cannot guarantee our Property Managers will be available after hours therefore **if you are faced with an emergency situation and you contact The Property Exchange on 6380 2200 but you do not have a response from one of our Property Managers within a reasonable period of time, please refer to our instructions contained within this booklet.**



# Maintenance Plan for Tenants - Example Scenarios

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## Break In – Classified URGENT

1. Contact your local police station and report the break in immediately.
2. The police will give you a police report number – you **must** provide this report number to The Property Exchange the next working day as failure to do so may result in the cost of repairs being invoiced to you.
3. If the property isn't secure (broken glass or lock – now classified an Emergency) call the after-hours number 6380 2200.
4. If for some reason you are unable to speak to your Property Manager or do not have a return call within a reasonable period of time you may contact the following:

### **Glaziers**

<i>Stirling Glass</i>	9445 2388
<i>West Perth Glass</i>	9328 7114 – 0413 073 003
<i>G T Glass</i>	9331 1499

### **Locksmiths**

<i>Lock, Stock &amp; Farrell</i>	9277 7117
<i>Harry Armstrong</i>	9321 4390
<i>A1 Locksmiths, Mobile Service</i>	9370 2943

5. You may instruct the glazier and/or locksmith to forward the invoice direct to our office. If you paid the invoice while the contractor was on site, please forward the invoice to your Property Manager.



## Hot Water System stops working or not working upon arrival – Classified URGENT

**PLEASE CHECK YOUR HOT WATER SYSTEM IMMEDIATELY AFTER COLLECTING YOUR KEYS**

### Gas Hot Water System

1. Check that the pilot light is on. If you have just moved into the property, have you connected the gas? Have you checked the meter box that the gas is switched on?
2. You can seek telephone guidance from the following contractor (\*NOTE: this is not giving you permission to arrange repairs)  
*Colin from Mr. Blockage* 0415 478 648
3. Still not working contact Property Management Team on 6380 2200



### Electric Hot Water System

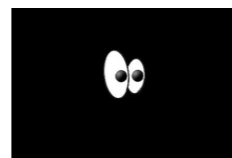
1. You can seek telephone guidance from the following contractor (\*NOTE: this is not giving you permission to arrange repairs)  
*Dave from Mactec Electrical* 0400 525 646
2. Still not working contact Property Management Team on 6380 2200

## Gas Leak or Burst Water/Sewerage Pipe – Classified EMERGENCY

Please contact our plumber listed, if you have a burst water pipe you must turn off the water mains immediately

*Colin from Mr. Blockage* 0415 478 648

If you are unable to reach our plumbing contractors we suggest you log onto [www.masterplumbers.asn.au](http://www.masterplumbers.asn.au) to seek an alternative in your area. For a gas leak contact Alinta Gas Faults on 13 13 58



## No Power – Classified URGENT

1. Have you paid your power bill?
2. Have your RCD's tripped?
  - Switch back on RCD's trip again?
  - Turn **all** power points and lights off,
  - Switch RCD back on, turn power points back on one by one (ascertain if appliance is causing trip of RCD)
3. Contact Synergy on 13 13 53 to see if there is a fault in the area
4. All above scenarios completed contact the Property Management Team 6380 2200.

## Electrical Hazards – Classified EMERGENCY

Contact Synergy on 13 13 53

## Street Lights Not Working

Call Western Power on 1800 622 088

## Broken refrigerator or washing machine when included in the tenancy – Considered URGENT

Contact your Property Manager first thing in the morning the next working day 6380 2200.

## Lost Keys or Keys Locked Inside House – Classified TENANT RESPONSIBILITY

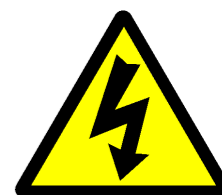
1. During business hours you may collect a spare set of keys from our office, please ensure you bring identification. Please return spare set of keys same day or first thing in the morning (we also have an afterhours chute).
2. Afterhours, you may contact a locksmith however this will be at your cost.

**PLEASE DO NOT ATTEMPT TO CONTACT YOUR PROPERTY MANAGER OUT OF BUSINESS HOURS IF YOU HAVE LOCKED YOURSELF OUT OR IF YOU HAVE LOST YOUR KEYS AS THEY WILL NOT BE ABLE TO DRIVE BACK TO THE OFFICE OUT OF HOURS AND COLLECT KEYS FOR YOU.**

### **Suggested Locksmiths:**

<i>Lock, Stock &amp; Farrell</i>	9277 7117
<i>Harry Armstrong</i>	9321 4390
<i>A1 Locksmiths, Mobile Service</i>	9370 2943

If the locks are changed you will need to supply The Property Exchange with a copy of the keys, please also report to your Property Manager the next working day.



## Impact to Building by Vehicle – Classified EMERGENCY

1. If a person is injured call an ambulance on 000
2. Contact the Property Management Team 6380 2200 then take the following steps
3. Call the police and obtain a police report number
4. Call SES (State Emergency Services) on 1800 199 084
5. If there are burst water pipes call a plumber and turn off the water mains  
*Colin from Mr. Blockage* 0415 478 648
6. If there is electrical damage call 13 13 51 or our electrician for advice and ensure you turn off the electrical mains  
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7. If there is water damage to the carpets call our suggested water extractor company  
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## Remote Garage Door won't open – Classified URGENT

1. First check the batteries on your remote control and replace if necessary.
2. If opening to leave the premises and the door won't open you may be able to open the door manually with a pull cord. If all else fails telephone the door manufacturer/installer, their numbers are normally listed on the motor inside the garage. For further **guidance only** (other than the manufacturer) ring:

*Brett from ASAP Garage Doors* 0413 708 264

