

MAINTENANCE

GENERAL REPAIRS

To ensure that you, the property's owner & Archer Canberra are protected, all requests for repairs should be lodged in writing. You can lodge written repair requests by emailing your property manager.

MAINTENANCE TIPS FOR TENANTS

Before proceeding with lodging your Maintenance Request, please use this Maintenance Guide first, to avoid any unnecessary call outs...

NO POWER OR WATER SUPPLY

If there is a failure of supply to the premises of gas or water follow the below checklist, if not resolved call;

ActewAGL	131093 (Gas)
ICON Water	02 6248 3111 (Water)

1. Check with ActewAGL for known faults in the
2. Have you checked with a neighbour?
3. Apartments – check with the Body Corporate
4. Have you checked that one of your appliances is not faulty?
 - a) Unplug all appliances in the house. Reset the safety switch in the meter box.
 - b) Plug in the fridge & turn on the power point, check the safety switch. If the safety switch clicks off, then you know that there is a fault with the fridge and you need to have it repaired.
 - c) Otherwise disconnect the fridge & continue to check all appliances until the faulty appliance is located.

If the electrician attends to the job and finds fault with one of your appliances, then you will be charged the service fee.

NO HOT WATER

Is it Gas or Electric?

Have you arranged for the connection of your Electricity and/or Gas?

If it is an Electric Hot Water System: have you checked to see if your hot water system needs refilling/topping up? There is normally a copper valve on the electric hot water system & an over flow pipe – Pull the lever up until the water starts coming out of the overflow pipe. Have you checked the fuse in the meter box, has someone turned the fuse off by mistake? Have you checked to see if the tap on the hot water itself is turned on?

If it is a Gas Hot Water System: have you checked if the pilot light has gone out? Some units can be easily relit, others may require a trades person.

LIGHTS AND/OR POWER POINTS ARE NOT WORKING

Have you checked the fuse box? Have you replaced the light bulb?

DRYER IS NOT WORKING

Have you checked to see if the filter needs cleaning out, dryers can automatically shut down due to overload in the lint filter

GARAGE DOOR FAULTY and/or REMOTE CONTROL FAULTY/LOST

- Have you checked to see if the batteries have gone flat?
- Have you checked that the lever on the inside of the garage is set to "Auto"?

- If the garage door motor is faulty, please use the manual function & report the fault to Archer Canberra the next business day.
- If remotes are lost, damaged or locked in motor vehicles or the property, please call a locksmith. Tenants are responsible for all costs incurred.

KEYS LOCKED INSIDE PROPERTY

If you lock your keys inside your property it is your responsibility to organise a locksmith to come and attend to the problem, but it is all at the cost of you (tenant), not the owner.

CONSUMABLE ITEMS

Using a car means looking after it and replacing items when they have worn through. The same applies for a rental property; the tenant is responsible for changing blown light globes, tap washers when they have worn through, garage remote's when the battery dies, filters (e.g air conditioner & exhaust fan) and smoke alarm batteries.

EMERGENCY REPAIRS

Emergency repairs are generally those that could cause injury to the tenant or damage to the property. These may include:

- Burst water service
- Blocked or broken toilet (if a second toilet is not available)
- Serious roof leak
- Gas leak
- Dangerous electrical fault
- Flooding or serious flood damage
- Serious storm or fire damage
- Failure of a refrigerator supplied with the premises
- Failure of gas, electricity, or water supply to property
- Failure or breakdown of any service on the premises essential for hot water, cooking, heating or laundering
- Fault or damage that causes the residential premises to be unsafe or insecure
- Fault or damage likely to cause injury to person or property
- Serious fault in any door, staircase, lift or other common area which inhibits or unduly inconveniences the tenant in gaining access to & use of the premises
- Tenant may authorise urgent repairs in certain circumstances

AFTER HOURS EMERGENCY REPAIRS

Should an emergency repair be required after hours please follow the below process:

1. Consult the above list to ensure the repair is classed as an emergency. (If a tradesperson is called after hours & the repairs are not classed as an emergency you may be charged for the after-hours call out fee).
2. Call the Archer Canberra office first- 02 6262 5232 & leave a message reporting the issues.

3. Before calling an Emergency Trades-person, please check the following:
 - a) Whether a valid warranty is applicable. If so, contact the authorised warranty repairer.
 - b) Whether Body Corporate is responsible. If so, then contact their nominated tradesperson.
4. Call a trades-person as per the Emergency Trades-person list provided

WHO CAN ATTEND TO THE REPAIR?

- The following procedures apply to urgent repairs arranged by the tenant:
- Repairs arranged by the tenant must be made by the qualified trades-person nominated by Archer Canberra.
- If Archer Canberra has not nominated a trades-person, or the nominated trades-person cannot be contacted or is otherwise unavailable, the repairs must be performed by a qualified trades-person of the tenant's choosing.
- Where the tenant does not act in strict compliance with this, the tenant is personally liable for the cost of any urgent repairs arranged by him or her.

EMERGENCY TRADESPEOPLE LIST

In the event that you are unable to contact your Property Manager on the emergency phone line, please find below a list of tradespeople who are available to be contacted. Please be aware that your Property Manager must be contacted as soon as possible. Only use these numbers after reading the above guidelines on urgent repairs & the conditions of booking a tradesperson without speaking with Archer Canberra.

PLUMBERS JML PLUMBING	0431 445 094
ELECTRICIAN CAPITAL HOME ELECTRICAL	0416 136 194
GLASS REPAIR DISCOUNT GLASS	(02) 6253 1099
GAS REPAIR JML	0431 445 094
CARPETS STAINBUSTERS	(02) 6296 6296
ALL OTHER EMERGENCIES FIRST MAN TRADE SERVICES	0402 464 552
LOCKSMITH NIGHT AND DAY	(02) 6290 1938

WARNING: YOU WILL BE RESPONSIBLE FOR PAYMENT OF THE INVOICE SHOULD THE REPAIR NOT BE OF AN URGENT NATURE AS LISTED IN CLAUSE 60 OF THE RESIDENTIAL TENANCIES ACT 1997.

This list is subject to change. You will be notified should a change occur during your tenancy. Should any problems or difficulties occur with the nominated trades-person, please notify the office immediately.