

ANNEXURE “B” MAINTENANCE REQUESTS

STOVE / RANGE HOOD NOT WORKING

Have you checked for safety isolation switch which may be located above kitchen bench top or in pantry cupboard. Switch might also be included in a standard double power point; in this instance a third on/off switch will be visible. To check; turn on appliance and switch on all visible points.

Range hood often has a plug in lead in overhead cupboard. It may also be necessary to pull out range mesh top to operate and / or switch on manually under range top.

Note: light switch for range hood is often also located under pull out top.

AIR CONDITIONERS

The safety switch may be located outside of residence on wall near to unit. If remote is faulty, Air / Con only e.g. flat battery, there may be a manual on/ off button on unit.

GARAGE DOORS

The garage door not operating, check light working in remote if not possible flat battery, try second remote if available, alternatively access may be made by pulling down on string inside garage on remote door actuating chain which will then disconnect motor and allow door to be opened / Closed manually. To check door motor is working un-plug from unit and use extension lead from another power point. Unit may also be activated by pressing button at rear instead of using remotes.

HOT WATER

No hot water, lift safety valve lever at slide of hot water service (outside) and confirm water which flows through overflow pipe is cold, check fuse / circuit breaker in meter box marked HWS.

Should the property have a gas fired Hot Water,

1. En-sure pilot light in ON
2. Check L.P gas bottles are full (if not on natural gas supply)

DISHWASHER

Most appliances have a serial number, in the case of a dish washer often located inside dishwasher door on top or left hand side, these details will assist our trade's people to provide a faster more efficient service if their services are required.

NO LIGHTS OR POWER

In all instances remember to check circuit switches / safety switch in meter box at side of property, individual switches may turn off due to power surge in area and simply require turning back on. Try to confirm with neighbor there power is on as there may be a power blackout in the area. Phone Electricity Company and confirm power is still connected. Ph: 136262. Should problem persist an electrician will be required.

ANNEXURE “B”

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TOILET NOT FLUSHING

Toilet not flushing due to no water. Toilet is filled in all instances even where “grey water” is available by main pressure or pump with on/off switch next to water tank. Check tap under toilet bowl has not been turned off, on position requires turning tap anti – clockwise. Check GC Council has not turned off water at mains. To confirm this allow tap to run for up to five minutes in order to drain water from water supply to property or check with neighbor and confirm that they are experiencing similar problems.

IMPORTANT

Should our tradesperson not be able to gain access following prior arrangement a service fee of \$85.00 will be payable by tenant. This fee will increase for after hours attendances and ALL costs for emergency and non emergency call – outs (without prior approval) and “nuisance’ call – outs such as indicated above will be charged to tenant without exception.

HC REALTY offer a 24/7 emergency service should assistance be required.

Tenants Signature: _____ Date: _____

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Tenants Signature: _____ Date: _____

Witness By Agent:: _____ Date: _____

HC REALTY

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