



NAHC

HERSTM
PROPERTY

HERS
Home Equity and
Rental Services Ltd

Troubleshooting guide

All maintenance must be in writing unless an emergency - then call your property manager.

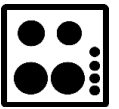
Switches

- Do not attempt to fix it yourself. ● Do not use switches.
- This is a general maintenance issue so contact your property manager.



Hot plates

- Check if power is connected or check power box for a tripped switch or blown fuse.
- If all seems okay, contact your property manager.



Hot water

- If your supply of hot water is not hot or isn't staying hot for as long as it should:
- **Electric** - Locate the filler valve on the side of the hot water system and lift the lever until water flows from the overflow. You should do this every few months. If this doesn't fix the issue check to see is the power switched on? Has the power box tripped the switch or blown a fuse?
- **Gas** - Check your main gas supply to your home. Remember in winter, efficiency of the tank is less than in summer and the water will cool more quickly.
- If you're still experiencing little/no hot water, email your property manager with as much detail as possible and include a photo of the serial number and warranty details on your hot water system.



Power

- If your neighbours have also lost power contact your Electricity Supplier.
- Otherwise check if you have a Safety Switch, which may have tripped. If so, reset the switch.
- If it trips again, unplug all appliances from power points. Reset Safety Switch and plug in appliances one at a time until the faulty appliance is located.
- Make sure to check the oven/stove power point usually located in a cupboard / drawer near the oven, also the air conditioner and water tank power point located externally.
- **Note:** If this does not rectify the problem please email your property manager.



Water eruptions

- Water bubbling out of the ground could be a serious problem and could lead to further complications.
- If you notice your white storm water outlets constantly wet with no explanation, this could indicate an underground leak. Phone your property manager immediately as this is an 'emergency' matter.



Blocked sink or drain

Report a major blockage to your property manager. However, if your sink or shower takes a long time to drain:

- Try using Draino or a similar product to free the blockage
- Clear hairs and buildup from the waste pipe, then pour draino and follow the draino instructions.
- Follow the same process if your drains are starting to smell.



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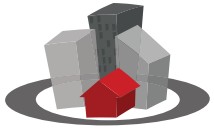
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- Remove old food from the kitchen outlet and pour boiling water down the drain.
- Never put fat and oil into a drain as these clog up the pipes.

Garage door

- The remote batteries may be flat. Try a new set of batteries in the remote control.
- If an error code is displayed on the motor, you may need to refer to the garage door manual
- The garage door will not close if anything is obstructing it, ensure that the area is clear of objects.
- If none of the above work, email your property manager with as much detail as possible, also include photos of the door and motor.
- If the garage door is stuck and you need to either open or close it, you can put the garage door into manual mode by pulling the string near the motor. Ensure you lock it back into place.



Leaking outlet

- Water Leaking from the toilet: This is a general maintenance issue, email your property manager describing the leak and include pictures of where the leak is coming from.
- In the meantime, please turn the tap behind the toilet off between uses to avoid further water wastage until the trades person arrives.



Lights

- Tenants are responsible for light bulbs. You will need to replace any light bulbs (starters where required) that stop working during the tenancy.
- If a new bulb has been fitted and the light is still not working you will need to email your property manager, as this is general maintenance.



Smoke alarm

- If your smoke detector is beeping it is your responsibility to replace the battery - remove the cover and insert a new 9volt battery. If no lights are displayed once this is done you will need to contact your property manager.
- The alarm can continue to beep for up to 24hrs after the battery change. If it continues after this time, notify the property manager - this is an emergency.



As per lease agreement, special amendments, section 2 (k). It is the tenant responsibility to test and clean the smoke alarms at least every 12 months.

Plumbing leaks

- The most common problem in properties is leaking from wet areas, e.g. bathrooms, laundries, kitchens, into adjoining rooms.
- A regular check for water leaks is advisable. If the carpet/floor is wet, dry area thoroughly and check again after use. Email your property manager with as much detail as possible and also include photos.



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