



MAINTENANCE - HELPING US TO HELP YOU

Tenants throughout Queensland have reported that their number one frustration with renting is that maintenance is slow to get actioned - if at all.

At Solutions Property Management, our goal is to attend to maintenance issues as efficiently as possible through strict processes and utilising state-of-the-art technology.

As part of your General Tenancy Agreement, tenants have a responsibility to report any maintenance issues to their agent/lessor in writing.

At Solutions Property Management, we want our managed properties to be maintained and presented well for both our owner clients and tenants, so we endeavour to make it easy for tenants to report maintenance.

You should already have downloaded our Console Tenant App on your mobile device which contains a maintenance reporting section.

By using this App, the report goes straight to the staff member who is taking care of maintenance and actioned in order of priority. If you include photos and give a detailed description, we just have to click a few buttons and forward to the owner for approval - so simple.

Our Tenant App also has a cool notification function so that you receive emails when a job enters the next stage, such as allocation to a tradie. This avoids the frustrating process of tenants calling to find out the status of a job, because you are kept fully in the loop.



console tenant app

For more information on the Console Tenant App and our maintenance procedure, visit:

<https://www.solutionsproperty.com.au/home/tenants/reporting-maintenance/>

HANDY TIPS FOR GETTING MAINTENANCE DONE QUICKLY

Reporting Routine Maintenance:

- Please report all maintenance via the Console Tenant App
- Adding photos and a detailed description will help us to action the job much quicker.
- We represent the property owner, so please allow a few days for us to seek their instructions.
- If it is a big job, the owner may ask us to obtain several quotes so your patience is appreciated.

Emergencies (eg no power or water)

- Please report this via the App but follow up with a CALL so we can act immediately.
- If an after-hours emergency call is made and the issue was not an emergency or was caused by the tenant, you may be asked to pay the call-out fee. See next page for trouble-shooting tips.

During the job

- Keep checking for email updates. Check your 'junk' inbox too.
- Please work with our tradies in allowing access. Most of the time they will use our office keys to get the job done quicker, so you don't have to be home.

When the job is done

- When we receive the tradie's invoice, we will send you an email asking if the job has been completed correctly so we can send the tradie back if not.
- If relevant, please send photos of the completed job or any issues.

TROUBLE-SHOOTING MAINTENANCE

When something goes wrong at your property, there are a few checks that you need to do before contacting us. This will avoid delays in getting the problem fixed. It may also save you having to pay the tradie's call-out fee if we send someone out unnecessarily! Here are some helpful tips.

NO HOT WATER?

Electric system - try topping up the water by pulling up the overflow valve.

This needs to be done every few months.

Gas system - check if your gas cylinder is empty.



NO POWER?

Check the safety switch and try switching back on. Unplug all your appliances one by one to see if any of them is tripping the switch. If your neighbour also has no power, contact Energex.

NO WATER or MAJOR WATER LEAK?

Check the water tap at the mains at the front of the house - someone may have turned it off.

If your neighbour also has no water, call the local Council as they may have turned it off to do pipe maintenance in the area.

If there is a major leak, turn off the tap at the mains and contact us.

DRAIN OR TOILET BLOCKED?

Try to unblock them using a plunger or solvent such as 'Draino'.

Remember, if they are blocked because someone has dropped something down them, you will have to pay the plumber's bill.

For more information on reporting maintenance visit our website: <https://www.solutionsproperty.com.au/home/tenants/reporting-maintenance/>

ARE YOU OK??

Sometimes you can find yourself in a bad situation that you feel you can't escape from.

As a tenant, you shouldn't feel trapped in a lease that you need to leave due to Domestic Violence. Our SafeHome Alliance website provides information on your rights, and how to access assistance: www.safehomealliance.com.au



SafeHome
ALLIANCE

EVERYONE DESERVES A SAFE PLACE TO CALL HOME

safehomealliance.com.au

[@safehomealliance](https://www.instagram.com/safehomealliance)

[@alliancesafe](https://www.facebook.com/alliancesafe)

solutionsproperty.com.au

OFFICE HOLIDAYS 2022



AUSTRALIA DAY

Wed 26th Jan

EASTER BREAK

Friday 15th April

to

Monday 18th April

ANZAC DAY

Monday 25th Apr

LABOUR DAY

Monday 2nd May

EKKA SHOW DAY

(Moreton Bay Region)

This applies to both offices

Monday 8th Aug

QUEENS BIRTHDAY

Monday 3rd Oct

BOXING DAY

Monday 26th Dec

CHRISTMAS DAY

Tuesday 27th Dec

