

AFTER HOURS EMERGENCY PROCEDURE

DEFINITION OF 'EMERGENCY' - *If the situation is not rectified immediately, your health or safety is at risk, or the property is at risk of damage.*

STEP 1 - Check the table below and go through the appropriate checks.

STEP 2 - If the problem persists, call the appropriate number below, advising the contractor that we are your agent. The contractor may go through extra checks with you to try to solve the problem and attend if necessary.

STEP 3 – Contact our office the next business day and inform your property manager what has happened.

*** If a tradesperson has been sent out at the tenant's request, and the cause of the problem has been due to the negligence of the tenant or someone visiting the property, and the appropriate checks have not been done prior to the tradesman being called out, the call-out cost will be payable by the TENANT, not the agent or owner of the property.*

*** If a tradesperson has been sent out at the tenant's request and it is deemed that the problem was not in fact an 'emergency', the tenant will be liable to pay the call-out cost.*

Ask yourself: "If I was paying for this, would I call out a tradesperson after hours at DOUBLE the rate?"

SERVICE	YOU MUST CHECK BEFORE CALLING	CONTRACTOR NORTH SIDE	CONTRACTOR SOUTH SIDE	CONTRACTOR SUNSHINE COAST
PLUMBING	If there is a major leak, turn off main water supply at the water meter at the front of the house. If toilets not flushing - If there is a water pump, ensure it is connected & press the RESET button, then re-set the safety switch (see over page).	North Lakes Plumbing 0418 797 940	Aptus Plumbing 07 3205 1991	Wurtulla Plumbing 0418 712 555
GAS	- If on bottle supply check to see if your bottle is empty or not switched over to full bottle. - Re-set it by unplugging the power cord to the gas system (located on the exterior wall), then plug it back in. - If there is a gas leak, switch off the gas supply.	North Lakes Plumbing 0418 797 940	Aptus Plumbing 07 3205 1991	Wurtulla Plumbing 0418 712 555
ELECTRICITY	See over page	North Lakes Elect. 0411 776 551	Toro Electrical 0433 384 573	Excite Electrics 0401 337 945
ELECTRIC HOT WATER	See over page	North Lakes Elect. 0411 776 551	Aptus Plumbing 07 3205 1991	Excite Electrics 0401 337 945
LOCKSMITH	If you are locked out of your property after hours, or need to change locks urgently due to break-in. (Note – if you have locked yourself out, you are responsible for paying the locksmith directly).	Stronghold Locksmiths 0447 050 090	River City Locksmiths 3278 1825	TBA – please source local supplier
GLASS	If property is unsecure due to broken glass.	True Blue Glass - 07 3209 8774		
SEPTIC SYSTEMS		B & Y 0400 875 888	Evergreen 5576 2033	TBA –source local supplier please
FLOOD/STORM		SES - 13 25 00		
POWER LOSS	To report electricity interruptions, and for updates on power restoration progress in your area	ENERGEX - 13 62 62		



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GUIDE TO ELECTRICAL PROBLEMS

SAFETY SWITCH RESET GUIDE

All properties must now have a safety switch installed and maintained.

We receive a lot of calls about safety switches cutting out due to faulty appliances and moisture, especially in winter. We have prepared a simple guide to try and reset your safety switch. This saves you time and may save a service call.

1. **Danger:** Check for any danger prior to attempting to reset the safety switch
2. **Verification:** At the switchboard the safety switch will always have a test button on it.
3. **Reset:** Try and switch the safety switch on (may be hard to switch on - use a little force until it either stays on or trips back out)
 - a. **Power ON:** If the switch stays on, check to see if there is power to the power points, if so the fault may have gone away. (Go no further down the list)
 - b. **Power OFF:** Physically remove all appliances that are plugged into the power points inc Fridge, toaster, washing machine, kettle, dishwasher, outside power points, septic pumps, any outdoor pumps, pool pump, electric garage doors etc.

DO NOT JUST TURN THE POWER POINT SWITCH OFF, REMOVE THE PLUG

4. **Reset:** Reset the safety switch again, It should remain ON, if not, please contact **Solutions Property Management**, who will contact us.
5. **Power ON:** Plug the appliances back in one by one, if the power goes off again – remove the last plugged in appliance and get it repaired by an appliance repair technician. Then turn the safety switch back on.

ELECTRICAL HOT WATER SYSTEM - NO HOT WATER CHECKLIST

Should you find you have no hot water please take the following steps:

1. Check the fuse or circuit breaker.
 - a. Fuse: Remove wedge and check the fuse wire is intact – If not intact, replace with correct size wire – if unsure how to change please contact Solutions Property Management.
 - b. Circuit Breaker should be in the on position.
 - c. If you turn the circuit breaker on and the power switches off again an electrician is needed.

If power is on to the unit go to 2

2. Go to the hot water tank.
 - a. Make sure the tank has not got a leak – if there is a leak the hot water may have run out. In this case, a plumber will be needed.
 - b. Make sure the tank is full of water- pull up the pressure release valve until water flows from the overflow pipe – this may take a few minutes.
 - c. Carefully feel the water at the overflow, if it is hot at the tank but cold inside the home, a plumber will be needed as the mixing or temperate valve may have failed.
 - d. If the water coming out of the overflow is cold – an electrician is needed.