

Tips for Tenants

Repairs & Maintenance:

If you have any repairs or maintenance issues you need to complete the Maintenance Request form in your leasing pack and forward it to our office via email or fax. Alternatively you can complete the form accessible via our website and email it to us, or drop it into our office.

Landmark Russell contact details-

Phone: (02) 6836 2234 Fax: (02) 6836 3163

Email: enquiries@landmarkrussell.com.au // kate@landmarkrussell.com.au

Web: www.landmarkrussell.com.au

It is important that you advise us of any repairs and maintenance promptly to avoid further damage being caused. We advise that if damage is caused due to a tenant's negligence the tenant will be held responsible (with all costs payable by the tenant)

Emergency Repairs:

While we do not have emergency contact details for contractors, we have found that unless your water pipes burst or your power fails, most repairs can wait until the next working day for you to contact our office.

Cobar Shire Council (02) 6836 5888— for water problems or Country Energy 132356—for electricity supplies etc can be contacted 24hrs a day.

For other emergency problems/repairs if urgent, please contact our property management after hours mobile numbers :

- 0408 362 237
- 0408 362 268

Written Requests:

If you wish to request anything from the landlord e.g. Hooks, pets etc you must put it in writing to our office.

Maintenance tips:

Before making a maintenance request, please use this guide first, to avoid any unnecessary call outs.

• No Power-

Also please be aware that if it is found that the power is short circuited because of a faulty appliance, **the tenant will be responsible for the tradespersons invoice.**

1. Have you checked your fuse box? There may have been an overload and the safety switch has been activated and needs resetting
2. Have you checked that one of your appliances is not faulty? Unplug all appliances in the house.
3. Reset the safety switch in the meter box. Plug in the fridge and 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 get it repaired.

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4. Otherwise, disconnect the fridge and plug in the stereo and continue checking all appliances until the faulty appliance is located. If the electrician attends to the job and finds a fault with one of your appliances, then you will be charged for the service fee.
5. Have you contacted your electricity company? There may be a fault in the street.

- **No hot water-**

1. **Have you arranged for the connection of your gas or electricity when you moved?**

2. **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 electric hot water systems and an overflow pipe. You may need to pull this lever until a flow of water starts coming out of the overflow pipe. This needs to be carried out every six months or so.

Have you checked the fuse in the meter box?

Have you checked that the water tap on the hot water system itself is turned on?

3. **If it is a gas hot water system:**

Have you checked to see if your pilot light has gone out? Some units can be easily relit—others may require a tradesperson.

Have you checked your fuse box? If there has been an overload

The safety switch may need resetting.

Have you replaced the light bulb?

- **Stove element is not working-**

1. Have you checked the connections to make sure they are not loose or dirty? Sometimes pulling the element out and cleaning them and putting them back in again can fix the problem

Plumbing:

Don not put anything down the toilets or drains that are not designed to be put down there i.e. disposable nappies, sanitary pads, blue loo or toilet freshener containers etc..

If there is a blockage due to any of these items it will be the tenants responsibility.

- **Kitchen/ bathroom sink is blocked-**

If you have a major blockage please report it to your property manager. If your sink is taking a lot of time to drain away the water try one of the following:

1. Try using Draino to free the blockage
2. Have you cleared hairs and old soap from the waste and “U” bend? Put a bucket under the pipe, unscrew the pipe under the sink (where possible) remove the hair and old soap and re-screw the pipe back together. Pour boiling water down the drain, this should clear the blockage
3. Have you removed old food from the kitchen waste and poured boiling water down the drain? Do not put fat and oil into the drain as these will clog up the pipes

- **Garage remote control not working?**

1. Have the batteries gone flat?



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Handy tips on regular cleaning:

- Carpets should be professionally cleaned every six months to keep them in good condition
- Particular attention should be paid to soap scum build up on showers and shower screens as it eats into the glass and tiles and is difficult to remove if left unattended
- Cobwebs should be dusted regularly because if left, they will mark the walls and ceilings
- Oven. Grill and stovetops should be cleaned regularly to stop the build up of baked on grease
- Exhaust fans throughout the property should be cleaned regularly so they keep working efficiently
- Oil stains on drive ways and garage floors should be water-blasted regularly to stop build up
- Mould to walls, ceilings, tiles etc needs to be cleaned regularly
- **When vacating the property do not leave rubbish or furniture on the nature strip, as it is a fineable council offence**

Garden Maintenance:

Garden beds, lawns and grounds need to be weeded and mowed regularly. This keeps the property looking good and saves you a big job and money when vacating. Also pools and outside spas must be cleaned, treated and water tested regularly to keep them in working order.

Mould:

Mould can be a problem throughout a property if a property is not ventilated enough. Windows, doors and built-ins should be left open as often as possible to circulate the airflow. In 99% of mould cases it is found to be the fault of the tenant.

Some common causes of mould especially in winter are; the use of heaters with no air circulation as well, drying wet clothes inside, and steam in the bathroom from the showers and baths.

Contact Details:

Please make sure that the property management team is advised of all of your current home, work and mobile phone numbers and any changes that occur. Please fill in the attached form so our team are kept up to date.

Rent Arrears:

If you find that you are having difficulties with your rent, please contact your property manager to discuss a possible solution.

Vacating:

If you want to vacate the property at the **end of a fixed term lease**, you must advise your property manager, giving 14 days **written** notice prior to the lease expiry date.

If you want to vacate the property after your lease has **expired**, you must advise your property manager, giving 21 days **written** notice.

A Notice to Vacate form is accessible via our website.

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Tenant Contact details

Please fill out this form so our records can be kept up to date. If any of your details change (phone numbers, emergency contacts etc) please contact our office as soon as possible.

Name(s): _____

Address: _____

Phone: _____ (home) _____ (work)

_____ (mobile) _____ (fax)

Email: _____

Emergency

Contact: (1) _____

Phone: _____

Emergency

Contact: (2) _____

Phone: _____

In case of rent arrears, who would you like us to contact?

Name(s): _____

Phone: _____ (home) _____ (work)

_____ (mobile) _____ (fax)

Postal

Address: _____

Other

Comments: _____

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