



# Tenants Quick Reference Guide



## McADAM & TURNBULL REALTY

### Office Hours

Monday to Thursday 8.30am to 5pm

Friday 8am to 4.30pm

Saturday 9am-11am

Ph 4639 2222

Email [admin@mcadamturnbull.com.au](mailto:admin@mcadamturnbull.com.au)

Web [mcadamturnbull.com.au](http://mcadamturnbull.com.au)

### Contacting your PM

In person—best to make an appointment



By phone— please understand they are in and out of the office all day so it can be frustrating to contact them playing phone tag

By email—best form of communication to be sure they have all the information to best deal with your issue quickly

Refer to our Communication Commitment for more details—we want to help you as soon as we can.

*Update us with your phone and email details—we can respond to maintenance much quicker with the right details to give tradies.*

*Where possible we will communicate with you via email as Australia Post is not as reliable as it used to be.*



### Routine Repairs:

Please report routine maintenance via our website or using a maintenance request form from our reception. We must have this in writing.

### Emergency Repairs:

These are defined in your lease as: Burst water service or serious water service leak, a blocked or broken lavatory system, a serious rook leak, a gas leak, a dangerous electrical fault, flooding or serious flood damage, a failure or breakdown of the gas, electricity or water supply to the premises, a failure or breakdown of an essential service or appliance on the premise for hot water, cooking or heating, a fault or damage that makes the premises unsafe or insecure, a fault or damage likely to injure a person, damage property or unduly inconvenience a resident in gaining access to , or using the premises.

In the case of one or more of the above —please call the office—46392222. If after hours please leave a detailed message.

Please note—we want to help as quickly as we can but we don't have to act immediately—Legislation says we have to act in a reasonable time. Each issue will be judged on it's own merits. The emergency phone is not in our hands 24/7 and our tradies may be attending to other after hours emergencies so please be patient—we will respond. If we send a tradie to your house and it is found you were responsible for the callout—you will be responsible for the cost of the call out.



Locking yourself out or losing your keys!!

During business hours you can come and borrow ours but after hours you need to google a locksmith please. If you get a new set—please give us one asap!



We strongly recommended you have contents insurance—the owner only has the building insured and is not responsible for your belongings!

We could write a book on handy information but have picked out some of the questions we are asked most along the way to put in this page. At McAdam and Turnbull Realty we want you to be happy renting your home so please contact us if you have any questions or check out our website and our blogs. Follow us on Facebook, Instagram, Twitter and Google to keep up to date with the latest information.





# Tenants Trouble Shooting Guide



McADAM &  
TURNBULL  
REALTY

## PLUMBING LEAKS

The most common problem in properties is water leaking from wet areas—eg bathrooms, laundries and kitchens into adjoining rooms. A regular check for water leaks is advisable. If the carpet/floor is wet, sponge and dry area thoroughly and check again after use. Then advise our office if there is a problem.

## FAULTY SWITCHES OR FANS

Do not attempt to fix these yourself. Do not use the switch and contact our Agency.

## HOT WATER SYSTEMS

If your supply of hot water is not hot or does not seem to last as long as it should, your hot water system may need topping up as steam has built up rather than water. Locate the pressure release valve on the side of the hot water system and lift the floppy lever until water flows from the overflow. Repeat this process every few months.

## LEAKING FROM THE TOILET

Please turn the tap to the toilet off between uses and mop up the water until the tradesperson arrives.

## LIGHTS/POWER OUT

When you ring to inform us your power is out we will ask the following questions. If you have followed this procedure 1st it will save time later.

1. Is it all your power or just lights or just point power points?
2. If all power, have you checked with your neighbours in case it is an Ergon issue?
3. Check your power box—located on an outside wall.—Has the safety switch tripped?
4. **Unplug** all your power points, including your rangehood, then reset the safety switch and then plug each appliance back in. If the safety switch trips again you know if is that appliance.
5. If you have followed the above and you still have no power, then contact our agency so we can contact an electrician.

*If we send a tradesperson out for any issue and they report that you or your appliance were responsible for the callout then you will be responsible for the cost of the call out or repair.*

## WATER OR SEWAGE ERUPTIONS/BUBBLING

If water or sewage is bubbling out of the ground please contact our agency immediately. If possible turn the water supply off at the meter.

We appreciate your help in minimising the potential costs of maintenance by keeping an eye on things around your property and promptly reporting any issues. If in doubt, please contact us and we will be happy to help you.

