



first
national
REAL ESTATE

Neilson Partners

MAINTENANCE 101





PROPERTY MANAGEMENT TEAM

Horizontal lines for property management team input.

Cooktops, Ovens & Rangehoods

GAS OVENS

Most of the malfunctions that affect gas ovens involve the supply and ignition of gas in the burners and the oven. If your oven is not heating up:

1. Is the gas connected by the provider? Please contact your provider to ensure it is not a supply issue. Should there be a supply issue specifically to your property and not the immediate area, please ask for as much detail as possible and contact our office to advise
2. Check to be sure the oven is plugged in and getting power and that the gas valve is open. If you have an older oven with a mechanical instead of a digital timer, check to make sure you haven't bumped it off the manual setting. If your oven still won't light, you probably need a new igniter. Even if you see the igniter glowing, it can be faulty
3. Clean the igniter and burner holes. Start by cleaning the spark igniter. The igniter is the white ceramic nub that's located near the base of the burner. Burner holes can also prevent the burner from lighting. Use a needle to clear the tiny hole or holes in the burner (near the igniter)

RANGE HOOD

If your range hood is not filtering well, using a water-based de-greaser from the supermarket, simply fill the sink with hot water and de-greaser, drop in the filter and let the de-greaser do all the work. The filter will come out sparkling clean in just a few minutes. Then rinse it off. Some types can also be placed in the dishwasher (best to check with the manufacturer first)



PROPERTY MANAGEMENT TEAM

Reporting Maintenance

The first step when you have a maintenance issue is to chat with Alex, your dedicated renter assistant. Alex is our friendly chatbot, specifically designed and trained to provide you instant support with tenancy queries and maintenance issues. Alex is available 24/7 and can assist with all manner of questions such as:

- "How much is my rent and when is it due"
- "When does my rental agreement expire"
- "My hot water system is not working"
- "I want to add someone to my tenancy"
- "The dishwasher won't switch on"

Alex is free to use, and no account is needed!

- Click here to **Try Alex Now**

or

- Send an SMS with "Neilson Partners" to **0488 883 644**

Alex is extensively programmed so there is a good chance that he will be able to troubleshoot many issues and help you fix them on the spot. This is a great resource for fast, accurate information without the need to wait for a return phone call or email.

In the event that Alex cannot supply an immediate 'fix'. He will assist you to register a maintenance request that will be submitted to our team for actioning.

For those of us who are a little more technology challenged, simply send us an email, detailing the issue with as much information as possible (and photos) to: **maintenance@neilsonpartners.com.au**

REPORTING EMERGENCY MAINTENANCE

The Residential Tenancies Act requires all general maintenance matters to be reported in writing. Urgent maintenance issues, however, should be reported over the phone to your managing office to enable us to assist you as quickly as possible.

If your emergency is **out of business hours** please contact the emergency mobile number. This can also be found on your lease agreement and our after-hours office voicemail. **Emergency phone: 0439 805 111**

A renter must notify their rental provider of any damage caused to the property by either accident or negligence. Don't be afraid to notify us of any issues - we can give you the right advice on how to proceed and maybe refer appropriate tradespeople to assist you.



Neilson Partners

NARRE WARREN

BERWICK

PAKENHAM