

AFTER HOURS EMERGENCY CONTACTS

McGrath

North Lakes

DEFINITION OF 'EMERGENCY'

If 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 number in your area, 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, or 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 property owner.*

*** 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' and could have waited for the next business day, 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 – Northside	Contractor – Southside	Contractor – Sunshine Coast
PLUMBING	If there is a major leak, turn off the main water supply outside. If toilets are not flushing and there is a water pump - ensure the pump is connected, press the RESET button, and re-set the safety switch (see over page).	North Lakes Plumbing 0418 797 940	Q Plumb & Gas 3200 0188	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 by unplugging the power cord to gas system (on the exterior wall), then plug back in. - If there is a gas leak, switch off gas supply.	North Lakes Plumbing 0418 797 940	Q Plumb & Gas 3200 0188	Wurtulla Plumbing 0418 712 555
ELECTRICITY & ELECTRIC HOT WATER	See over page	North Lakes Elec 0411 776 551	Capital Elect 0497 036 377	Excite Electrics 0401 337 945
LOCKSMITH	If you are locked out of home 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	Coast to Country Locksmiths 0499 021 686
GARAGE DOOR	If the door is stuck open: disengage motor, close manually, and secure.	River City Doors 07 3088 8067	Genuine Garage Doors 0411 357 332	River City Doors 07 3088 8067
SMOKE ALARMS	If you plan to be away for a few days, ensure a trusted person has a set of keys to your home in case the alarms go off after-hours.	Complied Australia 0498 495 403	Smoke Alarm Services 3281 3777	Complied Australia 0498 495 403
SEPTIC SYSTEMS		B & Y 0400 875 888	Waste Water Solutions 0433 334 257	Please source local supplier
GLASS	If property is unsecure due to broken glass.	True Blue Glass - 3209 8774		
STORMS	Emergency assistance during storms/flooding	SES - 13 25 00		
POWER LOSS	To report electricity interruptions; 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.