

Maintenance Guide for *Tenants*

Urgent Repairs	Action	Who to call	Contact number
Blocked, or broken toilet (only when there is one toilet at the property)	Turn the water off at the mains to minimise damage and water loss.	Paddys Plumbing and Gas	0437 071 692
Serious Roof Leak – Storm	Be safe. Turn power off if needed.	SES	9026 4100
Serious Roof Leak – Plumbing	Turn water off at the mains – this prevents further damage, and water loss.	Paddys Plumbing and Gas	0437 071 692
Gas Leak	Turn your gas off at either the gas main, or your gas bottles.	Paddys Plumbing and Gas	0437 071 692
Burst Water Service	Please turn your water off at the mains – this is usually located to the front of your yard, back of your yard, or in the lane way. If you are in a complex, this may be located in a neighbouring unit or at the front/back of units.	Paddys Plumbing and Gas	0437 071 692
Flooding (storm related)	Be safe.	SES	9026 4100
Break in – where windows are broken	Contact the police to report break in.	Alu Glass	9021 1996
	Police will give you a report number – please keep this noted down for your Property Manager.	Goldfields Glass	9022 3042
Break in – where doors/access points are damaged/unsecure	Contact the police to report break in.	RWC Contracting	0498 078 916
	Police will give you a report number – please keep this noted down for your Property Manager.	Simmo's Allsorts Maintenance Services	0409 381 078
Serious Storm Damage	Be safe.	SES	9026 4100
Fire		000	000

Professionals Platinum

08 9080 9200

Unit 8, 84-90 Brookman Street, Kalgoorlie WA 6430

professionalskalgoorlie.com.au



Non Urgent Repairs/Maintenance	Action	Who to call	Contact number
No Power/Power Tripping	Check mains power board to ensure all switches are 'ON'.	Sheed Electrical	0455 503 103
	Confirm latest power bill has been paid.	DWE Electrical	0475 306 353
	Check Western Power website to ensure there are no power outages in your area.	Please note, if you have not checked your appliances and the electricians come back and say the issue is one of your appliances, you are responsible for the call out fee.	
	If lights are working, but no/not all power points are working, please complete an appliance test: Switch off all power points and unplug all appliances, go to the mains power board to ensure all switches are on, and plug in appliances one by one. If the power trips again, it is due to the last appliance you plugged in. Do not continue to use this appliance, as it is faulty.		
No Hot Water	Check the mains power board to ensure all switches are on.	ELECTRICAL	
	Ensure hot water unit is switched on.	Sheed Electrical	0455 503 103
	Ensure your electricity account is paid in full.	DWE Electrical	0475 306 353
	Please check your gas bottles are full.	GAS	
	Please ensure your gas bill has been paid in full.	Paddys Plumbing and Gas	0437 071 692
	If your unit is gas – please ensure the pilot light is lit.		
	YouTube is a great source to figure out how to turn on a hot water system, just enter in the HWS model name.		

Non Urgent Repairs/Maintenance	Action	Who to call	Contact number
Aircon Troubleshooting (Evaporative)	No Power: Check mains power board to ensure all switches are on. For older control panels you may be required to press hard or hold down buttons for longer. ER2 showing on panel: Hold the up and down arrow on the switch for 10 seconds at the same time. Blowing warm air: Check there is water coming from the bleed off hose. If there is a sprinkler attached to the bleed off hose, please remove it (sprinklers are not to be on the end of bleed off hoses). Ensure there is an open window/door to allow air to circulate. What is the weather like? Evaporative aircons may feel like they aren't working in humid, or very hot temperatures.		
Locked yourself out	If you have locked yourself out during office hours (Monday to Friday, 9am-5pm), you can collect the office set of keys from our Agency. Please call ahead. If it is outside of these hours, you will be required to contact a lock smith at your own expense.	Neve's Locksmith Goldfields Locksmiths	0422 495 295 9021 6120
Blocked sink, bath or shower	If your sink, bath or shower is not draining, you may need to remove hair or soap from the plug. If this does not work, pour boiling hot water down the drain. You can also use a plunger or Draino, which can be purchased from a supermarket or Bunnings.		
Electric oven or cooktop not working	Ensure the power point is turned on. Check the mains power board and that the switch is on.		