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Tenant Troubleshooting Guide

Guide to troubleshoot common issues in your rental property



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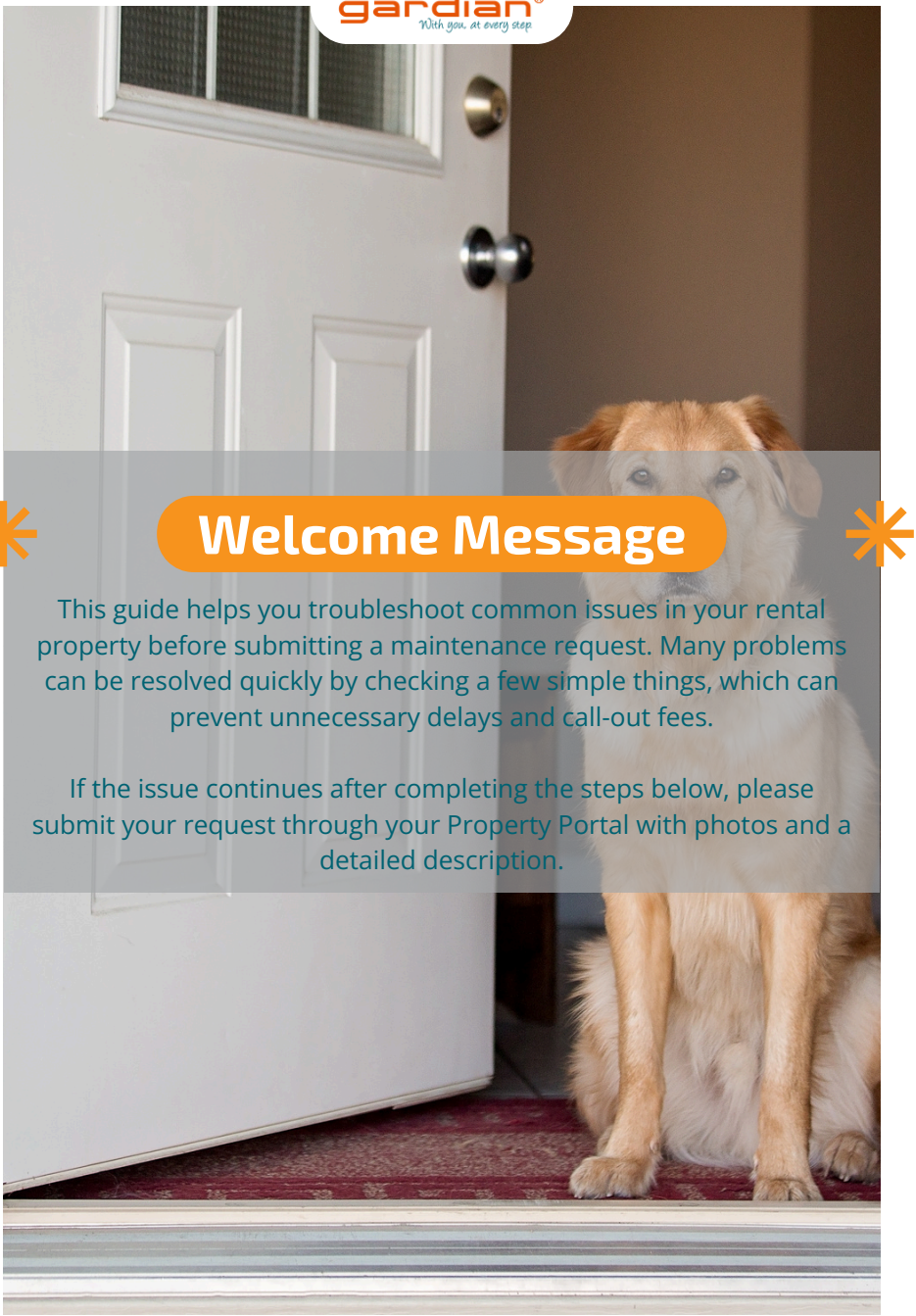
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Welcome Message

This guide helps you troubleshoot common issues in your rental property before submitting a maintenance request. Many problems can be resolved quickly by checking a few simple things, which can prevent unnecessary delays and call-out fees.

If the issue continues after completing the steps below, please submit your request through your Property Portal with photos and a detailed description.



Plumbing

No Water | Low Pressure

- ✓ Check if other taps are working
- ✓ Ensure the main water supply valve is fully turned on.
- ✓ If in a complex, check if the body corporate if performing water works.
- ✓ Check if neighbours are experiencing the same issue (possible council outage)

Blocked Sink | Basin | Drain

- ✓ Remove visible debris (hair, food, soap build-up)
- ✓ Run hot water to break down grease in kitchen sinks.
- ✓ Clean the drain trap | filter if applicable.
- ✓ Avoid flushing oils, coffee grounds or wipes.

⚠ If water is overflowing or backing up, report immediately

Toilet Not Flushing | Blocked

- ✓ Ensure the water tap next to the toilet is turned on.
- ✓ Check if the cistern is filling.
- ✓ Try a single flush only to avoid overflow.
- ✓ Use a plunger if comfortable doing so.
- ✓ Do not flush wipes, nappies, paper towel or sanitary products.

⚠ If water is overflowing, turn off water tap immediately.

Hot Water System

ELECTRIC

- ✓ Check the hot water switch at the switchboard.
- ✓ Allow up to 6-12 hours for the tank to reheat if emptied.

GAS

- ✓ Check bas bottles have gas and the valve is open.
- ✓ Check the pilot light if accessible.

⚠ If the system is leaking, turn it off and report urgently.



Electrical

No Power in the Property

✓ Check if it's a general outage click on the below websites.

Mackay City Council Emergency Dashboard

Ergon Energy Power Outage Finder

✓ Check the switchboard for tripped switches or safety switches.
** Reset the switch only after turning off appliances.

Power Out in One Room

✓ Unplug appliances in that room (kettle, toasters, heaters).
✓ Reset the switchboard.

⚠ If the power trips again, a faulty appliance is usually the cause and a process of elmination needs to be carried out by turning on one appliance at a time.

Lights Not Working

✓ Replace the light bulb (this is a tenant responsibility).
✓ Check the light switch and switchboard.

Smoke Alarm Beeping

✓ Replace the battery (if battery-operated).
✓ Gently vacuum the alarm to remove any dust.

⚠ DO NOT REMOVE COVER OR DISABLE ALARMS.
Report persistant issues



Air Conditioning

Not Cooling or Heating

- ✓ Ensure mode is set correctly (cool|heat).
- ✓ Set temperature appropriately.
  For energy efficiency 25°C in Summer & 20°C in Winter.
- ✓ Clean the air filter (tenant responsibility).
- ✓ Ensure windows and doors are closed.
- ✓ Reset the system using the isolator switch.

Air Conditioner Leaking

- ✓ Clean filters - blocked filters commonly cause leaks.
- ✓ Turn unit off and report if leaking continues.

⚠ Do not use if leaking water to prevent any damage being caused to property.

Remote not Workng

- ✓ Replace batteries.
- ✓ Check for child lock indicators on the remote.

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Appliances



Oven not Heating

- ✓ Ensure correct function | mode is selected.
- ✓ Check if timer needs to be activated.
- ✓ Check switchboard for tripped circuits.



Cooktop not Working

- ✓ ELECTRIC - Check switchboard.
- ✓ INDUCTION - Make sure you are using compatable cookware.
- ✓ GAS: Check gas supplied to property (tenant responibility) and igniter



Dishwasher not Starting | Not Draining

- ✓ Ensure power is on and the door is fully closed.
- ✓ Clean the filter.
- ✓ Check spray arms for bloackages.
- ✓ Rinse excessive food off dishes.



Washing Machine Issues

- ✓ Ensure water taps are turned on.
- ✓ Clean lint filter (if applicable).
- ✓ Ensure load is balanced.
- ✓ Check hose alignment.





Doors, Windows & Locks

Keys not Working

- ✓ If locks are sticking try using using a lubrication likeWD-40 or Selley's Ezy Glide

Sliding Door is Hard to Open

- ✓ Vacuum and clean the track.
- ✓ Check the rollers for any debris and remove.

Window not closing

- ✓ Check for obstructions.
- ✓ Vacuum and clean the track.
- ✓ Ensure latch aligns properly.



General Property Issues

Mould or Condensation

- ✓ Increase airflow where pratical.
- ✓ Use exhaust fans in bathrooms and kitchens.
- ✓ Wipe early signs of condensation or surface mould.

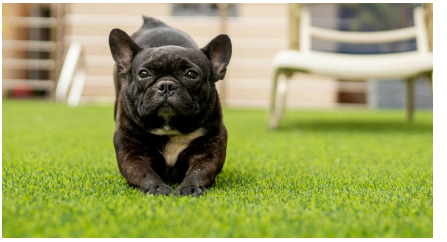
⚠ Due to our climates high humidity areas in homes often develop mould within our region. It falls under tenant responsibility to clean as needed or required. If it is persistent then lodge a maintenance as that might be a sign of a possible water leak.

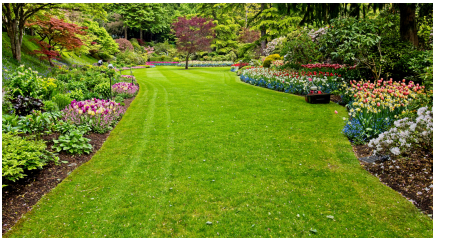
Garden | Yard Issues

- ✓ Maintain lawns and gardens where required by your lease terms.
- ✓ Check sprinklers and hoses for blockages.

⚠ This is a tenants responsibility to water lawns and gardens regulary to keep them alive. This is of course within keeping with the Mackay Regional Council watering restrictions.

Mackay Regional Council Water Restrictions





Lodging Maintenance

When submitting a maintenance request via your **PropertyMe Portal**, include:

1. **Clear description of the issue.**
2. **Photos.**
3. **Appliance brand & model.**
4. **Whether urgent or routine.**

This ensures faster, more accurate repairs.




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