

MAINTENANCE

TROUBLESHOOTING TIPS

Vinnies Housing Plus operates from 8:30am to 4:30pm Monday to Friday. For all maintenance enquiries during this time please call the Housing Officer. For urgent maintenance outside office hours please call the after-hours number.

Vinnies Housing Officer Ph: 0466 349 479

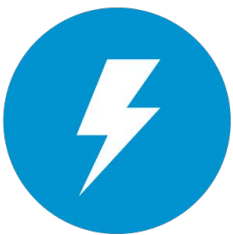
After Hours: (08) 9374 3288



Before calling Maintenance, please try the below troubleshooting tips to resolve your issue



Electricity



If you have lost power to your power points in the kitchen, notice your fridge or oven isn't working etc, check your RCD's (See RCD & Smoke Alarm Information Sheet). If the RCD has tripped you may need to check your kettle and toaster and other appliances that plug in as they could be faulty. Plug them in and turn them on one by one, and if they cause the RCD to trip then you will need to dispose of the appliance.

If you have lost power to your entire property check the RCD's and also check Western Powers website for outages in your area for an estimated restoration time.

<https://www.westernpower.com.au/faults-outages/power-outages/>

Water



If you have no hot water please check your hot water system. If there is a large amount of water leaking from it call maintenance immediately. If it is a gas hot water system, please check to make sure the pilot light is lit. You can call the Housing Officer for guidance on how to do this during the working week.

If there is no water to your property please check WaterCorps website for outages in your area:

<https://www.watercorporation.com.au/Outages-and-works.>

If there are no outages please check the water meter at the front of your property and ensure the tap is on before calling maintenance.

Gas



If you smell gas in the property please check to ensure all gas appliances like the stove and oven are turned off correctly, and then open as many windows as you can to ventilate the area. If turning off appliances correctly and opening the windows did not solve the problem call maintenance immediately on one of the above numbers and turn your gas off at the meter if it is safe to do so. How to turn your meter on and off can be found at the below link.

<https://www.atco.com/en-au/for-home/natural-gas/gas-meter.html>