

General Maintenance Troubleshooting

General statement

TMC Real Estate have created this guide to help reduce damage caused due to maintenance issues associated with your rental property. We are readily available to assist you with any issue that may arise in your rental property. If the issue is urgent, Please call TMC real estate - 24 hours, 7 days a week.

Water Issues

Leaking and burst taps

You need to locate the properties water meter, all meters have a shut off valve to restrict water from entering the property. Water meters are normally found in the front yard, the front garden or on the ground floor common areas in apartment buildings. Most water appliances (washing machines, dishwashers etc.) will also have an isolation tap at the connection point on the wall / under sink. If you rent an apartment and are struggling to find the meter, your buidling manager may be able to advise the exact location.



Leaking under sink waste pipe

Check all pipe connection points and hand tighten. The pipe fittings can loosen overtime. You may be able to identify the leaking spot by following the water up the pipe.

Blocked waste pipe

A blocked waste pipe can be cleared by pouring hot water into the drain, follow this with a cup of bicarb soda and a cup of vinegar. Leave it for ten minutes and pour more hot water down. Alternatively, a plunger may also be able to clear the blockage.

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Leaking Roof

Place large container on the floor to catch the flowing water and reduce damage. If the leak is related to rain, its likely you have a cracked tile, blocked gutter etc. If you live in an apartment building, an apartment above may have a broken water pipe, you should contact the building manager to get the water shut off while they investigate the leak.

Electrical Issues

Electrical Switchboard

If you have a power outage, the electrical switchboard will have a safety switch, this is the best place to start investigations.

If the safety switch is flicked down, it generally means you've had a power load problem and the powers automatically cut off.

This could be a one-off or it could be a ongoing problem that will require more investigations.

If the safety switch is active, you may have a distributor power outage in your area and you should check with your electricity provider.

The switchboard will be located on a wall in the front yard of the property, if you are in a block of units or an apartment, it may be in a central area like the front foyer reception.



The safety switch will generally be on the far left and will be a seperate colour for easier identification. It should be labeled with main switch or main isolator.

If the saftey switch keeps tripping, you will need to identify the cause of the problem. Are you using a specific appliance each time it happens?

Are you using power in a certain part of the property? The switches on the switchboard will power a certain part of the property, try and isolate the problem area and turn the switch off.

Once isolated, try and find the appliance causing the issue and turn it off at the wall; if you locate it.

Blown light globes

If light globes break in the rental property, its your responsibility to replace. Please ensure you replace with good quality globes, cheap globes will blow regularly and will cost you more over the period of your agreement.

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Sparking and smoking appliances

If an appliance is sparking or smoking, it goes without saying that you shouldn't continue to use it.

Ensure you turn the power off and unplug the unit. If the appliance is provided in the rental agreement, please call TMC to arrange next steps.

Electric oven not working

Check the isolation switch in electricity meter box and the oven power plug. Check the timer and settings have not been adjusted, this can sometimes stop the oven from working.

Gas leak issues

If you smell a gas leak in the property, please shut off the gas meter mains valve and open the doors and windows. You will need to vacate the property until the gas has had time to dissipate.

Your gas meter will be located in the front yard or side of the house. If you reside in an apartment, it will be located in a common area i.e. front lobby, carpark or on the building wall. Your building manager will be able to provide you with the exact location; should you have trouble finding it.



The gas meter will have a isolation shut off valve.

As seen in the image to the side, the shut off valve is yellow on the incoming gas line (left hand side).

Stove top burners

If you're having difficulty lighting a stovetop burner, ensure the burner parts are correctly housed and it's free of dirt and grease.

Manually light the burner to identify if it's an ignition problem or a something else.

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Hot water service

Is the hot water service electric or gas?

If it has a power plug please check the electrical safety switch and call TMC Real Estate for further diagnosis info.

If it has a gas line running in and no power plug, it will likely be a gas hot water unit.

Check if the pilot light has gone out, this is the most frequent cause and quite an easy fix.

The instructions for relighting the pilot light will be on the unit, generally inside the removable panel (where the pilot light is). If you are unable to locate the instructions, google the model number and the instructions will be online.

Heating and cooling

Is the unit not running or not achieving the desired temperature?

If the unit is working but not achieving the right temperature, please clean all filters. If the unit is ducted, check that there are no obstructions in the vents.

If the unit is not working, ensure the power supply is not interrupted (check power plug and safety switch).

Check the thermostat has batteries and is responsive.