





Maintenance Timeframes

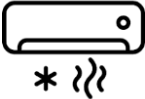





MRAC attempts to have repairs completed as quickly as possible and MRAC will always do its best to meet the needs of tenants. Maintenance can be described as urgent and non-urgent.

Urgent repairs fall into two categories:

<p>1. Essential services MRAC has 24 hours for response and repairs.</p>	<p>Urgent Repairs will take place if a tenant has:</p> <ul style="list-style-type: none"> • A burst water service. • A blocked or broken toilet system. • A serious roof leak. • A dangerous electrical fault. • A failure or breakdown of the gas, electricity, or water supply to the residential premises. • A failure or malfunction of any essential service on the residential premises for hot water, cooking or laundering. • A faulty smoke alarm. • Any fault or damage that causes the residential property to be unsafe or insecure.
<p>2. Other urgent repairs (not essential) MRAC will respond within 48 hours.</p>	<p>Other urgent repairs (not essential) are defined as:</p> <ul style="list-style-type: none"> • not urgent to repair however if not fixed might cause damage to the premises, injure a person, or cause undue hardship to tenants such as a failure or malfunction of cooling or heating.
<p>Non-Urgent repairs</p>	<p>Non urgent repairs have no timeframes in the Residential Tenancies Act, however MRAC will try to resolve issues quickly. Some maintenance requests will be responded to as part of the planned maintenance works schedule.</p>

Maintenance Tips

<p>Lights and/or appliances regularly trip out.</p> 	<p>This may be due to a faulty RCD but most often it is due to an appliance being faulty. It is a good idea to turn everything off, and then test each appliance separately to see if the RCD trips. It's always a good idea to check first because if it is a faulty RCD, MRAC pays for the electrician but if it's a faulty appliance causing the problem, MRAC will charge you for the electrician's visit.</p>
<p>Large water bills</p> 	<p>MRAC checks all water usage bills as they come in. We look at how many Kilolitres your last bill was and if the usage is at the same level. If it is a lot higher, MRAC may ask you to test your water meter. To test the water meter, turn all your taps off and take a photo on your phone of the reading. Wait 20 minutes and take another photo of the water meter reading. If the numbers have moved, you have a water leak and need to call MRAC.</p>

<p>Air conditioners</p> 	<p>If water is leaking from your air conditioner, check the drainpipe is clear and your filters have been cleaned. Run your air conditioner at 21-25 degrees in summer.</p>
<p>Blocked sinks</p> 	<p>Sinks and drains can become blocked with food or fat and cause issues with drains. Please be careful what goes down the sink to avoid blocking your sinks and drains.</p>
<p>Shower drains</p> 	<p>Check your shower drain as these can block up with residue soap and hair.</p>
<p>Blocked toilets</p> 	<p>Remember that no face wipes or baby wipes can go down the toilet as they do not break down and will block your toilet. Under no circumstances should nappies or sanitary products be placed in the toilet. This is critical if you are on a septic tank waste system.</p>
<p>Mold</p> 	<p>Mold produces tiny particles called spores. Spores can cause health problems if inhaled by people allergic or sensitive to them. For people with asthma, inhaling spores may cause an asthma attack. Mold doesn't like fresh air and ventilation. Always make sure your exhaust fans are clean and are used. If possible, open your bathroom window for ventilation.</p>
<p>Foil on windows</p> 	<p>Tenants must not put foil on the windows as this damages the glass. Tenants will be charged for damage made by foil.</p>