



Fact Sheet

Maintenance Types, Timelines & Tips

Maintenance types

Property repairs come under different names and the following provides a snapshot of what different maintenance types are called.

Responsive maintenance – this type of maintenance is generally to fix an issue that has occurred in a property like rehangng a door, fixing a leaking tap, or reglazing.

Cyclical maintenance is maintenance that is undertaken on a regular basis including electrical safety checks and termite inspections.

Planned maintenance is maintenance that by its nature can be planned ahead of time. This allows MRAC to put a program of works together for a contractor to submit a price for. MRAC may achieve cost savings through a planned maintenance contract.

Any property upgrades come under planned maintenance.

Vacated maintenance is maintenance completed when a property becomes vacant.

Major maintenance is generally the replacement of large items including stoves, hot water systems and air conditioners.

Most of these terms will not mean much to tenants but it is helpful to understand these terms when you ring up for maintenance.

Maintenance timeframes

MRAC attempts to have repairs completed as quickly as possible. Since the pandemic and cyclone Seroja, there has been a shortage of contractors and materials.

Whilst there has been some improvement, some ex Geraldton areas are still experiencing ongoing issues.

Maintenance timeframes - urgent The following urgent repairs fall into two categories:

Essential services – 24 hours response and includes repairs to:

- A burst water service;
- Gas leaks;
- Broken HWS;
- Sewerage leaks; or
- Dangerous electrical faults.

Other urgent repairs are not an essential service, but if not fixed might cause damage to the premises, injure a person, or cause undue hardship to tenants. Landlords have 48 hours to respond to other urgent repairs.

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.

Currently MRAC is only providing an **urgent and essential maintenance** response whilst we undertake the preliminary work on the planned maintenance schedule.

Maintenance Facts

There are some maintenance requests or issues that regularly come up.

Lights and/or appliances regularly trip out. 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.

If it is a faulty RCD, MRAC pays for the electrician. If it is a faulty appliance causing the problem, unfortunately MRAC has to charge you for the electrician's visit. Check first!

Large water bills – 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 your 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 ring MRAC to get a plumber to come and check. If it is a concealed leak, you may be eligible for a water leak allowance.

Air conditioners – If water is leaking from your air conditioner, check the drain pipe is clear and your filters have been cleaned. Summer is peak time for services so you will have to wait for a contractor.

Run your air conditioner at 21-25 in summer.

Some tenants are fortunate to have second air conditioners but this is not a standard item. MRAC only supplies an extra air conditioner if a tenant has a medical condition linked to the need for an air conditioner.

Tenants 70 years of age or over in properties with three or more bedrooms, may be eligible for a second air conditioner in their bedroom. Contact MRAC to determine your eligibility.

Blocked sinks – Sinks and drains can become blocked with food or fat and cause issues for tenants. Please be careful what goes down the sink or any waste to avoid blocking your sinks and drains.

Shower drains - Check your shower drain as these can block up with residue soap and hair particularly if you have household members with long hair. It is surprising just how much hair is shed in a shower. It can block the waste and you will have to wait for a plumber to unblock it if you cannot.

Pests – See MRAC Fact Sheet Pest Management.

Blocked toilets – Remember the three Ps is all that should go down the toilet.

No tissues, face wipes or baby wipes can go down the toilet as they do not break down and will block your toilet. This is critically important if you are on a septic tank waste system.

Newer toilet pans have smaller openings for items to go down and MRAC has had some instances, where children in particular use too much toilet paper and block the toilet.

This is very inconvenient as often you have to wait for a plumber to attend.

Ovens – MRAC has had calls regarding oven doors. If you are taking a heavy pan out of the oven and lean it on the door, gradually the springs will stop working properly and it will become expensive to use the oven as too much heat will escape.

Mould – Mould produces tiny particles called spores. Spores can cause health problems if inhaled by people allergic or sensitive to them, such as a runny or blocked nose, skin and eye irritations and wheezing. For people with asthma, inhaling spores may cause an asthma attack.

Mould hates fresh air and ventilation. This means particularly in winter make sure your exhaust fans are clean and are used when people showering. You may need to open your bathroom window slightly for ventilation.

Smoke alarms – if your smoke alarm starts beeping, the battery may be going flat. All new smoke alarms have batteries that should last for 10 years. If yours start beeping, ring MRAC. If you pull it out because it annoys you, MRAC will charge for the replacement.

Foil on windows – foil damages the glass and the glass has to be replaced as a result. Tenants will be charged for this. Most MRAC properties have curtain rods and brackets. If you don't, please contact the office.