



What to do in an EMERGENCY (gas, electricity, water)...

If you have any problems in your home which involves gas, electricity or water, you should know where all shut off valves to the above services are located in the case of an emergency when they must be disconnected.

WATER

The water supply may need to be turned off in circumstances such as water overflowing from your hot water service or a tap which has a broken washer and water cannot be stopped locally from pouring out.

ELECTRICITY

The electricity metre is usually next to the fuse box. If a fuse blows and your power stops, this means that something (usually an appliance) is causing the fuse to overload. Unplug all electrical appliances from their sockets and then plug them in one by one. By doing this you can usually find the broken appliance. If you need to switch the electricity off at the mains, you will find the switch next to the fuse box.

GAS

If you need to turn off the gas supply, you will find the control valve next to the gas meter. Always make sure you have turned it off completely. When you turned it back on, make sure you turn the control valve fully on and relight the pilot lights on all appliances.

If you have a FUSE BLOW;

- 1) Unplug all appliances around the area which you were using power.
- 2) Go to the fuse or meter box, **TURN** off main switches (if more than one). If there are porcelain fuses (after you have turned off the mains) pull out one at a time. Check the wire by pulling it. If wire is not visible, the fuse has burned. After replacing the fuse with the correct wire rating, (16AMP for power points, 10AMP for lights, 32AMP for stoves) **TURN** mains on, go into the house and plug one appliance in at a time. **TURN** on and test, if working, continue to the next appliance and so on. If you find that your appliances are working (no faults) then you should contact your property manager.

If your SAFETY SWITCH has tripped and you cannot turn off;

- 1) **YOU MUST UNPLUG** all appliances from the power points in your home.
- 2) **TURN** off your safety switch.
- 3) Go back inside and plug in one appliance at a time and test. Once you have found your faulty appliance, do not continue to use. You must test each appliance for at least one minute.

IF YOU DO NOT COMPLETE THESE TASKS AND AN ELECTRICIAN IS SENT OUT WHO DISCOVERS THAT ONE OF YOUR APPLIANCES IS FAULTY, YOU MAY BE LIABLE TO BEAR ALL COSTS.

HELPFUL HINTS....

Mains pressure Hot Water Service	Pull pressure valves and release every month so that they are clean and operational
Gas Hot Water Service	Before reporting a problem, check if pilot light is on. If not, follow instructions on the unit (if available). If ever in doubt, report problem
Hot and Cold Taps	They must be turned ON fully once a month so salts can be cleaned out to prevent taps ceasing
Drains	No fats or oils to be poured down drains
Air Conditioner	Evaporative air conditioners need to be drained and cleaned every season. Reverse Cycle : Clean filters once a month with dishwashing detergent, rinse thoroughly and let them dry before replacing. This allows a free airflow, reducing stress on the fan. It also keeps the coils clean, so heat can dissipate easily, leading to lower operating costs
Gas Heaters	Dust should be removed from the bottom vent under the burner to ensure that unit is functioning efficiently
Smoke Alarms	Some smoke alarms are connected to the electricity supply. They will have a battery in case the electricity supply is cut off. Other smoke alarms will be battery-operated. You must replace any smoke alarm battery annually. Check batteries every month by pushing the test button on the smoke alarm for one minute. Do not try to pull off cover from smoke alarm as the bracket is very fragile and may break. Batteries must not be left out of the alarm at any time
Exhaust fans	1. Leave fan ON in the bathroom for 5 to 10 minutes after showering to allow steam to escape 2. Clean covers regularly
Lighting a Gas Stove	Light up match first, put match in position and then turn gas on. If this fails, wait 30 seconds for gas to escape and try again
Fuse box (electrical supply)	You should not place anything in front of your fuse box or meter box as this will cause obstruction
Overloading power points	If the power fuse is overloaded, check if you have too many appliances running off the same circuit. If so, change the position of your appliances to another outlet
Safety Switches	They must be tripped off from the small button next to the switch to check if they work efficiently
Dishwasher	Rinse large particles of food off before placing in dishwasher. Food gets stuck in the jets
Other Appliances	OVEN NOT WORKING-Check if your auto mode is on, check and reset to manual mode. If unsure, check with your property manager first
Security Alarm	This is your responsibility to attend to
Blinds	Holland blinds should be operated with little force and slow motions. Ensure that all brackets engage when releasing
Open fires/pot belly	It is highly recommended that you have a fire screen to prevent any damage to any floor coverings and obviously for safety reasons
Damp on walls/ceilings	If you notice a damp patch on a wall or ceiling report immediately
Letter Box	Keep clean of unwanted mail
Garage Doors	Do not place anything in front of garage doors as this could cause an obstruction
Garden Sprinklers	Keep areas where sprinklers have been installed free and clean to ensure that they can operate correctly
Pool	Must be cleaned and maintained weekly
Outdoor Spa	Must be cleaned and maintained weekly
Windows	Wait until a cloudy day to wash your windows. When the sun is out it will dry too fast and leave your windows streaky
Lawns	If you cut your lawn too short it can die off and turn brown. For the best results, you should cut it so that it is about 3 inches high. In the cooler months you could cut your lawn one inch shorter.



HANDY HOUSE TIPS



FLOORS

Tiles & Linoleum

- ◆ Tiled & Linoleum floors can be cleaned easily with nothing but warm water, but be sure to sweep or vacuum first to remove any loose soil or grit.

Wooden Floors

- ◆ Any grading substance such as sand, dirt, or grit, will dull the surface of hardwood floors.
- ◆ You could place mats or rugs at the entranceway to trap as much dirt as possible.
- ◆ Wooden floors require good ventilation; air that is not moving will encourage the growth of mould in your home and on your wood floors. If this had occurred, use a solution of 1-cup water and ¼ cup common household bleach. Use a soft cloth and wipe the mould away gently. It is suggested that you wear a mask when dealing with mould.

Carpets

- ◆ Its easy to keep carpets looking good and lasting for years.
- ◆ Having your carpets professionally cleaned at least twice a year will keep them in good condition and reduce dust from floating around your home. The fibres from the carpet are sucked up when they are professional cleaned keeping them from becoming dust in your home. Regular vacuuming slows down wear and tear and prevents everyday dirt and soil from causing unnecessary damage.
- ◆ Act immediately if there's a spill or accident and you will help minimise the stain.
Here are some steps to follow:
 - 1) SCOOP up any solids before cleaning.
 - 2) BLOT as much liquid as possible with clean toweling.
 - 3) APPLY cleaning agent to a clean towel, not the carpet.
 - 4) RINSE with cold or lukewarm water, but don't saturate.
 - 5) BLOT DRY with absorbent material such as paper towel or use a cold air fan to complete drying.

SPOT REMOVAL CHART

Alcohol	Cold water, detergent solution	Blood	cold water detergent solution
Chewing gum	chill with ice cubes in a plastic bag, scrape/pick off	Chocolate	detergent solution
Coffee/tea	Cold water detergent solution, vinegar solution	Feces	detergent solution, clear household solution
Gravy/sauce	warm water, detergent solution	Ink(felt tip)	warm water, detergent solution
Lipstick	detergent solution	Nail polish	clear nail polish remover without lanolin
Shoe polish	detergent solution	Soft drink	Detergent solution
Urine	detergent solution, vinegar sol	Vomit	baking soda, scoop up, vacuum
Wine	Cold water, detergent solution, vinegar solution		

WALLS & SKIRTINGS

Dusting is one task that many don't enjoy because it seems as soon as you dust, the very next day there is a coating of dust everywhere. Following are some ways to help cut down on dust in your home.

- ◆ When washing your rags that you use to clean your home with, be sure to wash them in vinegar to cut lint.
- ◆ Ceiling fans in your home often attract dirt and dusk. To cut back on dust that your fans hold, polish fan blades with furniture cleaner that has bees wax in it. The bees wax will keep static on the fan to a minimum.

KITCHEN

Oven & Stovetops

- ◆ Ovens should be cleaned regularly to be kept in good condition.
- ◆ If a large spill occurs you should remove it promptly, saving you cleaning time in the long run.
- ◆ Commercial oven cleaners will sometimes have to be used to remove baked-on grease, however these cleaners can damage surfaces outside and around the oven. Be sure to wear protective hand and eye wear.
- ◆ Removable parts such as racks can be cleaned more easily if allowed to soak in a sink or pan of sudsy water. A lot of soaking is better for the surface, and easier, than a lot of scrubbing. If necessary you can scour over oven racks or porcelain enamel with steel wool or a scouring pad to remove baked-on grease or food spills, which have not come off with regular cleaning. Don't use these too often or scrub too hard for you can scratch the smooth surface and make it harder to clean from then on.
- ◆ Control knobs can be washed in warm suds with a cloth or brush, rinsed and dried. If they come off they're easier to clean but do not soak them.

Range Hoods & Fans

- ◆ Firstly check manual instructions for cleaning your hood and fan as they may require specific cleaning.
- ◆ Range hoods and fans remove grease and moisture from cooking, and so collect dirt.
- ◆ Wash exposed metal with warm suds solution and rinse. If very greasy, use ammonia and water and rinse. Never use abrasive pads or scouring powders as they can scratch the finish.
- ◆ Wash light bulb when cool with suds and rinse and dry to keep the light bright.
- ◆ Fan blades collect dirt and grease, which can restrict the air flow and cause motor over-heating becoming a fire hazard.
- ◆ Remove the filter(s) and put in warm, soapy water. Let it soak for a few minutes, wash and rinse. Dry filter and put it back in the hood.
- ◆ Some hoods have charcoal filters which cannot be cleaned. The should be replaced annually.

BATHROOM

- ◆ Hang a squeegee in your shower to wipe down the walls after you shower to prevent soap scum build-up.
- ◆ A quick way to clean your bathroom...run your shower at the hottest setting and close the door till everything gets steamy. The steam will loosen the dirt and make cleaning much easier for you. Then grab a cloth and start wiping.
- ◆ For sparkling clean glass shower screens, rub them with a sponge soaked with white vinegar. Rinse with cool water and finish off by spraying them lightly with furniture polish before shining. They stay sparkling for a long time.
- ◆ For safe effective cleaning of your bathroom sink, sprinkle baking soda lightly on a damp sponge. Scrub sink and tiles as usual. Rinse thoroughly and wipe dry.
- ◆ Clean those hard to reach places in the bathroom with an old toothbrush.