

MAINTENANCE TIPS



WHAT IF SOMETHING ISN'T WORKING?

If something in your mobile pod breaks down, leaks or needs fixing please contact your referring caseworker

WHAT IF I HAVE AN AFTER-HOURS MAINTENANCE CALL?

Emergency maintenance issues refer to:

- serious water leak/flooding;
- unsafe electrical issues
- anything else that causes an immediate risk to safety



If you have an EMERGENCY maintenance issue at your mobile pod - that occurs outside of normal office hours – call Kids Under Cover on **1800 801 633**. Your maintenance request will be attended to as quickly as possible.

WHAT CAN I DO TO MAINTAIN MY MOBILE POD?

You are responsible for the day-to-day cleaning and maintenance of the mobile pod, including minor maintenance issues such as:

- ✓ Replacing light globes
- ✓ Ensuring both the inside and outside of your mobile pod is clear of clutter
- ✓ Preventing mould by opening windows
- ✓ Locksmith costs associated with accidental lockouts; and
- ✓ Checking and changing smoke detector batteries.

You must not remove or interfere with smoke alarms.

You will be required to pay for a new smoke alarm if you remove it.

If you need assistance with any of the above, please contact your caseworker.

MISPLACED KEY(S) AND ACCIDENTAL LOCKOUTS:

Upon installation of your mobile pod, you are provided with the key(s). For security reasons, Kids Under Cover do not retain any copies of the key(s). Therefore, in the event of accidental lockouts or misplacement of the key(s), you will be responsible for all associated locksmith costs.

Important Points to Remember:

- 1. Initial Key Handling:** Ensure you store the provided key(s) in a secure and easily accessible location from the moment you receive them.
- 2. Duplicate Keys:** Make duplicate keys immediately and store within safe locations. This can prevent inconvenience and additional costs if the original key(s) are misplaced.
- 3. Lost, Stolen Keys or lockouts:** If your key(s) are lost, stolen or you are locked out, contact your local locksmith to regain access and to change the locks.

If you need assistance with any of the above, please contact your caseworker.

Please ensure that spare copies are kept safety and are available when required.



ELECTRICAL INFORMATION:

The power supply that is fed to the mobile pod is only enough to run the basics, for example: lights, the air conditioning and a TV or computer.

- The electricity is fed from your house to the mobile pod,
- Both the light and the power are protected by safety switches.
- Due to limited power supply being fed to the mobile pod, most toasters, kettles and electric heaters are rated at 10Amps and plugging in multiple appliances may cause the safety switch to trip.
 - If the Safety Switch trips, then identify where it is in the switchboard and reset it. If the power trips again, please remove any appliances that have been plugged into the mobile pod and reset the safety switch again.
 - If issues persist, please call your referring caseworker.

Please do not cook in the mobile pod as the electrical main has not been set up to allow this amount of power being drawn from it.

Please also keep in mind that your electricity bill will increase due to electricity used to power the mobile pod.

SPLIT SYSTEM AIR CONDITIONER/HEATER:

The split system unit has been installed in the mobile pod for your convenience, allowing you to cool down or warm up the space as needed. To ensure efficiency and safety, please follow these guidelines:

- Regularly check for any leaks and notify your caseworker if you find any.
- Maintain at least 1 meter of clearance around the outdoor unit to ensure proper airflow.
- Ensure that the filters are cleaned regularly to maintain efficiency.
- You must not remove or interfere with the air conditioning unit (both external and internal).
- Any damage to or loss of the remote control for the air conditioning unit, as well as damage to the unit itself, will be payable by the occupant.

Additionally, please set the thermostat to a reasonable temperature to avoid overworking the unit, and remember to turn off the split system when the mobile pod is not in use to conserve energy.

PREVENTION AND REMOVAL OF MOULD:

When trying to remove mould from the mobile pod please **DO NOT**:

- Dry brush the mouldy area as spores can be flicked into the air and they may be breathed in.
- Vacuum the affected areas **unless** you use a vacuum with a HEPA (high efficiency particulate air) filter.

When removing mould, please ensure that there is good ventilation and that you wear protective clothing, such as a shower cap, rubber gloves, eye protection, overalls, suitable footwear and a P1 or P2 face mask (available from hardware stores).

Safe steps for removal

- Remove the source of the moisture
 - Mould only grows in damp unventilated rooms. Check for sources of water from damaged pipes and drains and ensure that the exhaust fan is on when the shower is being used.
- Remove the mould
 - Thoroughly clean all affected hard surfaces. In many cases, household detergent can do the job if used correctly. Check the product label to see how much can be used and which surfaces they can be used on.
 - Apply the cleaner and give it time to work before you mop or sponge it up.
 - After cleaning a room or item, go over it again with an antibacterial disinfectant to kill germs and remove any smell.
- Prevent mould regrowth
 - If small areas of regrowth occur, treat them with any of the below:
 1. Vinegar solution (one-part vinegar and three parts water)
 2. Tea tree oil (two teaspoons of oil in two cups of water)
 3. Hydrogen peroxide solution (as per label)

To reduce chance of mould growing back, it is important to dry the area where the mould grew. The simplest way to dry a room is to open doors and windows to thoroughly air the mobile pod.

Visit the following website for more information;

www.betterhealth.vic.gov.au/health/conditionsandtreatments/mould-removal-at-home

If you continue to have issue with mould in your mobile pod please contact your caseworker.

