

HOT WATER ISSUES

If you are having hot water problems in your apartment:

1. Engage one of Monument's recommended Plumbers:

- a. John Neal Plumbing (Rob) 9698 2366
- b. Jop Corp (Josh) 0410 739 397

Residents can use other plumbers if preferred, but if there is a problem with either the Pressure Valve or Tempering Valve, the plumber who attends must identify the location of the faulty valve to confirm who will be responsible for any maintenance that is required.

2. Responsibility for payment is determined by the location of the Tempering Valve and/or Pressure Valve. Each apartment has two Inlet Valves (cold and hot); if these valves are faulty, it is a Monument issue and Monument is responsible for payment. If the Tempering Valve or Pressure Valve is located on the inlet supply **after** the Isolation Valve, the resident pays for the repair; if the Tempering Valve or Pressure Valve is on the inlet supply **before** the Inlet Valve, Monument pays for the repair.

If the Inlet Valve is faulty, Monument pays for the repair.

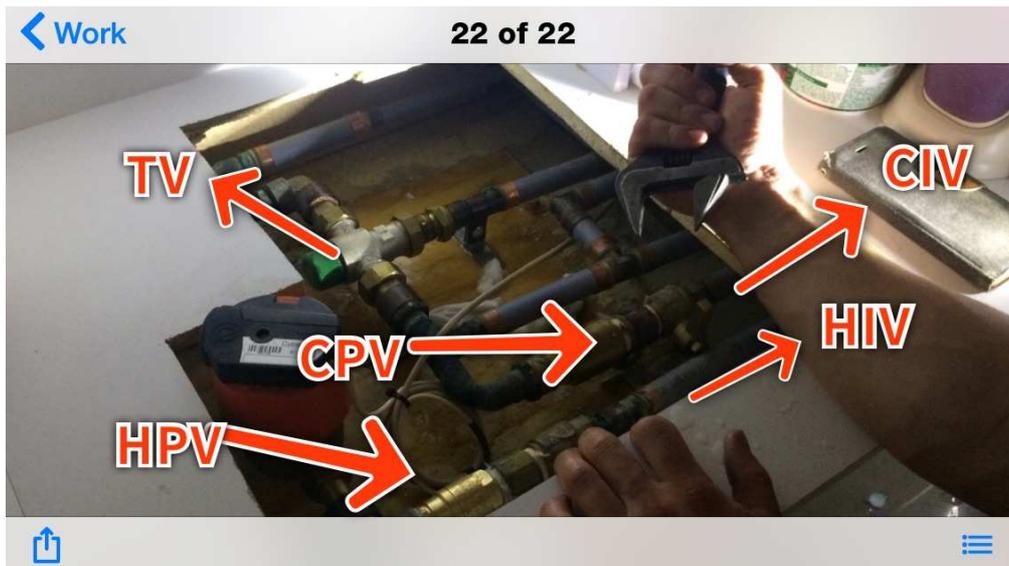
3. The plumber will confirm the location of the Pressure Valve and/or Tempering Valve and, depending on who is responsible for payment, a quote will be provided to the Owner or to the Monument Building Manager.

4. If Monument is responsible for payment, a Work Order will be issued by the Building Manager.

If the owner is responsible for payment, he or she will instruct the plumber to proceed with the work.

Valve Locations

The following picture shows the situation in which the Owner is responsible for Tempering and Pressure Valve repairs; the Tempering Valve and the Pressure Valve are located after the Inlet Valve (in this case, on the left side of IV's):



Any queries should be directed to the Building Manager, on (02) 9283 3630 or buildingmanager@themonument.com.au.