

## Common Maintenance Quick Fixes

*Please browse our Quick Fixes for the most reported maintenance issues. You may find an easy fix for your issue!*

### No Hot Water

- Make sure the gas service is on if applicable. Check the thermostat on the hot water tank. Is the pilot light lit? Check the breaker panel or fuses. If you are unable to safely get the pilot lit, please contact our Team.

### Hot Water “TOO HOT”

- Check the thermostat on the tank and turn it down.

### Toilet Clogged

- Try plunger. If still clogged, call maintenance.
- **Note:** If the tenant caused the clog, then the tenant will be accountable for repair costs plus an administrative charge.

### Sink, Tub, or Shower Clogged

- Remove hair from the drain. Try using a drain cleaner, if appropriate.
- **Note:** If the tenant caused the clog, then the tenant will be accountable for repair costs plus an administrative charge.

### Heater Not Working

Make sure gas service is on with the utility provider. Check the thermostat. Try changing the batteries in the thermostat. Replace air filters. Are the furnace covers on correctly? Is the pilot light lit? Is the breaker tripped?

### Dishwasher Won't Drain

- Clean any food out of the bottom of the dishwasher. Clean the float. Rinse dishes before washing. Use Jet Dry once a month (Jet Dry prevents hard water build up).

### Refrigerator Too Warm or Too Cold

- Check the thermostat, set correctly. Make sure the front and back grills are clean. Clean out the drain hole.

## Gas Fireplaces

- Make sure the emergency gas valve is turned on
- Check to be sure pilot light is lit
- If you are not able to safely get the pilot light lit, contact our Team and we will have an experienced vendor assist you.

## Fungal Growth Solutions

- Fungus can grow most anywhere that spores land and find moisture in a comfortable temperature.
- Mold, a type of fungal growth, is typically found indoors at levels that do not affect most healthy individuals.
- Almost every home gets some type of fungal growth - the trick is to clean it up before it spreads.
- The most visible type of fungal growth is mildew, which begins as tiny black spots. This is the stuff you might see in grout lines in your shower, on damp window casings, etc.
- Check out this terrific site for more information on fungal growth and how to clean it up: [www.treatitlikedirt.com](http://www.treatitlikedirt.com)

## 10 Things to Never Flush Down the Toilet!

- Floss - not bio-degradable
- Grease, Oil & Fat - these will decrease the flow of pipes over time
- Band-aids - these are plastic and not bio-degradable
- Medications - contaminates the water supply
- Disposable Wipes - EVEN if they say you can, don't!
- Paper Towels - these do not break down like toilet paper
- Feminine Hygiene Products - including but not limited to cotton pads and swabs
- Cat Litter
- Condoms
- Hair

## How to Shut Off Water to Your Toilet in an Emergency

- Look for the valve which is located to the LEFT behind your toilet tank.
- Turn the knob to the RIGHT (clockwise) to close the valve and stop water flow.

## How to Shut Off Water Supply to a Sink Faucet

- Turn off water from the faucet if possible.



- Locate water lines below sink which lead to water valves.
- Turn water valves to the RIGHT (clockwise) to stop the water flow.

### **How Fix Your Air Conditioner - Troubleshooting Tips**

- Check the Filter!
- Check thermostat setting - set Fan to "auto" set system to "cool"
- Check the air handler/furnace - you should hear it. If not, check to make sure it is plugged in and switched on.
- Check circuit breaker - make sure it is not 'tripped'
- Check to be sure the drain line is not clogged.
- Check the fan unit outside - is the fan spinning and clear of leaves and branches?

### **Fixing a Garbage Disposal That Has Stopped Working**

- Make sure the power is OFF, and turn off the breaker to garbage disposal. Safety First!
- Insert appropriate wrench into the bottom of the disposal and start turning it back and forth until the jam frees up.
- Make sure there is nothing stuck in the disposal causing a jam.
- Press reset button (also located on the bottom of the disposal).
- Turn Power back ON, but only AFTER service work is completed.

### **How to Change an Air Conditioner Filter**

- Locate the air-intake grill that holds the filter.
- Open grill, remove the old filter.
- Replace with new one - IMPORTANT: air flow arrow on filter to point in the direction air is traveling (being "sucked" to).
- Check filters monthly. Setting automated reminders may be helpful.
- A clean filter will ensure your A/C is running smoothly and keep electric costs to a minimum.

### **NEVER Pour Grease Down the Drain**

- Collect liquid grease to be recycled.
- Wipe pans clean with a paper towel.
- Rinse pans with cold water.
- Food scraps go in garbage, NOT the garbage disposal.

### **How to Stop an Overflowing Toilet**

- Remove the toilet tank lid.



- Lift the fill valve (or float ball).
- Pull out the water tube.
- Reach down and turn OFF the water valve (turn valve CLOCKWISE).

### **Circuit Breakers & GFI Outlets - Checking and Resetting**

- Some outlets are known as GFIs located near wet areas of your home (i.e. kitchen and bathrooms)
- When power becomes overloaded, they will 'trip' (stop working).
- Press reset button on them to power back on (usually small button in the center of the outlet plate)
- Still not working? Check other GFI outlets in the home and reset. If that does not work, find the breaker panel and check for flipped switches. Flip back to "On" to restore power.

### **How to Change the Water Filter in Your Refrigerator**

- Slow water flow from your fridge? Try changing the water filter.
- Filter should be changed every 6 months.
- Each fridge will have its own unique filter system - you can find details for each in the manual or by searching online.
- Locate the filter, twist to the left to remove, twist right to install.
- Some may have a push button system.
- Reset the filter button to reflect a new filter has been installed.

### **Why is your Gas Range "Clicking" and won't start?**

- Wet burners are usually why a gas stove top will not light.
- When cleaning, avoid using too much water that will make the burners wet.
- Try to clean using a damp cloth only.
- To dry out, turn the oven on to 350 degrees for 30 minutes. Set a timer so that you remember to turn the oven off!

### **How to Check Your Toilet for a Silent Leak**

- Check for sounds of running water, trickling or hissing sounds.
- Add 25 drops of food coloring to the inside of the toilet tank.
- Wait 15 minutes...if no dye shows up in the toilet bowl, no leak exists.
- If dye appears in the bowl, the toilet needs repair. Please log a maintenance request through your tenant portal.



### **How to Get Your Key Unstuck from a Deadbolt**

- First, realign the key so it is in a vertical position (12 o'clock).
- Apply light pressure to a smaller disc around the key (called a plug).
- Pull and remove the key from the lock.

### **How to Stop the "Chirp" on a Smoke Detector**

- Disconnect the smoke detector by twisting counterclockwise.
- Replace the battery with a new one (this will most likely stop the chirping).
- If it is still chirping, remove the battery and hold down the test button for 15 seconds to drain any remaining charge.
- Insert the new battery and reattach to the wall/ceiling.
- If this doesn't fix the problem, please contact our Team immediately.

### **How to Troubleshoot Low Water Pressure**

- While low water pressure can be frustrating, it is often easily remedied.
- [Click here](#) to view a guide on ways to troubleshoot this issue

### **How to Prevent Condensation/Sweating on Windows**

- Condensation is caused by high humidity in your home.
- Run vent fans in bathrooms when showering to prevent condensation.
- Turn on vent fans in the kitchen when cooking.
- In extreme situations you may need to install a dehumidifier in your home.

