

READ BEFORE SUBMITTING YOUR MAINTENANCE REQUEST!
TROUBLESHOOTING TO AVOID COMMON TENANT EXPENSES

Garbage Disposal

Most drain obstructions and garbage disposal issues turn out to be a tenant expense, so before we send over a vendor to help you, you may want to try the following steps to resolve the issues on your own to save the cost of a service call.

[Click here for a video on resetting and clearing the disposal.](#)

CLOGS

- Tub Clogs: <http://bit.ly/AcGXGt> (plunging)
- The following link shows a drain zip-tool that will remove any hair or what not from a drain in a snap: <http://bit.ly/Oa6i7s>
- Pour a gallon of boiling water down a drain followed by a cup of baking soda and then 3 cups of vinegar, it will bubble and clear the drain of any soap buildup and the like. Follow by running hot water for 2 minutes – it works like a charm!
- Most drain obstructions can be cleared by using a flat plunger. The secret to success is to take a wet wash cloth and block the overflow drain – as to block the airflow – so adequate suction can be created.

TOILET CLOGS

Most Common Plumbing Obstructions:

- Excess toilet paper
- Use of thick toilet paper – not all toilets can manage quilted, heavy toilet paper
- Feminine hygiene products – none of them should ever be flushed in residential sewer systems
- Baby wipes or diapers
- Cleaning/Disinfecting Wipe
- Disposable toilet brush ends
- Inadequate plunger

A/C - Furnace

1. Check the thermostat batteries and accessible breakers
2. Check for dirty filter and replace, if needed
3. Check the switch on the furnace or A/C and make sure it is turned on.
4. Make sure all vents are open and not obstructed

Garage Door

- Eyes and Force Adjust: <http://bit.ly/10pQIM6>
- Remote + Keypad reprogramming: <http://bit.ly/9WZxYJ>
- Electronic Eyes: <http://bit.ly/14JgTD6>

ELECTRICAL

- **Outlet**
 - If the outlet is a GFCI try to reset
 - Is the outlet connected to a wall switch?
- **No Power/Partial No Power**
 - Reset breakers
 - Do your neighbors have power? If not, contact your power company

Dishwasher not cleaning

- Thoroughly rinsing before loading is of course key! Even the most state of the art dishwashers cannot break down or consistently drain heavy food particles.
- Dishwasher Magic, Glisten, or Afresh are optimal products that can be purchased at any hardware store for a few dollars. The instructions on the packaging are simple, and will clean the appliance for optimal use.
- Always use a rinse aid like Jet Dry in the dispenser or a hanging basket.
- Never use any brand of dishwashing detergent that comes in the liquid form – powders only according to our appliance repair tech. Most service calls are a result of liquid soap use, or over-soaping, which can cause the appliance to leak.

Dryer

- Settings such as “tumble” or “delicate” are typically cooler and may not be effective in drying large loads or heavy material
- Improper sorting can cause drying difficulty. Do not mix heavy, hard-to-dry items with lightweight articles.
- Remove and clean the lint filter each time it is used. The filter can be washed with warm soapy water to remove fabric softener residue from the screen.
- If the clothes are wetter than normal, coming from the washer, this could be the difficulty. If the gentle speed is selected for a normal load the washer will not spin adequately. High speed or extended spin removes more water from clothing decreasing drying time.
- Check for a kink in the ducting. The dryer can get pushed back against the duct causing it to obstruct.
- Check if there is air coming through to the exterior vent. Is it hot?

Insects

We typically do not dispatch an exterminator for insects, however we do have some troubleshooting suggestions below that tenants have found helpful. In addition, tenants have had success using insecticides purchased at home improvement stores. [Click here to view products](#). Please give this a try and let me know how it goes.

Ants:

- Remember that ants are in your home to get warm and forage for food.
- Remove food particles in the kitchen and other places where you eat.

- Keep floors and cabinet tops clean – washing with vinegar or lemon may help.
- Don't leave dirty dishes in the sink overnight.
- Clean the dishwasher and other appliances regularly.
- Empty and clean trash containers.
- Keep foods that are attractive to ants in sealed containers or inside the refrigerator, including pet food.

Spiders:

- Keep outdoor lights off – outdoor lights do not attract spiders, but will attract other pests that can serve as food sources.
- Keep a tidy house – clean homes give spiders fewer places to hide out in, making them less likely to stay even if they do slip inside.
- Vacuum spiders and webs – this is one of the simplest methods for getting rid of spiders; vacuuming up egg sacs and webs as you run across them

Centipedes:

- As centipedes are attracted to dark, damp spaces we encourage keeping the property dry by running bath fans or even the HVAC fan to help circulate air.
- Avoiding an accumulation of rocks, boards, trash or compost around the property will help discourage them as well.

Flies:

- Keep all recycling and garbage bins covered
- Make sure attractants, like crumbs, dishes, or pet food, are not left out for them to be drawn to
- You can make a fly trap with items commonly found around the house
 - Fill a clean jar to halfway with apple cider vinegar.
 - Punch some holes in the lid. The holes need to be large enough for the flies to enter the jar.
 - Screw the lid to the jar.
 - Place where the flies are hanging about.
 - Wait for the flies to crawl in. They're not bright enough to work out how to get back out and the vinegar will take care of them. Refresh regularly.

Bees:

Many tenants have been successful using a [commercial spray](#) such as Raid or Hotshot spray on the hives. Bees are inactive at night, and also night blind so spraying after dark is your best option.