

Maintenance Troubleshooting

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Gas Smell, Smoke Detectors, and Carbon Monoxide Detectors:

- If you smell gas, have a smoke or carbon monoxide detector going off, go outside and call 911 immediately.
- If you hear a low battery chirp from a smoke or carbon monoxide detector, please replace the battery. If this does not resolve the issue, please submit a maintenance request to have the detector replaced.

Clogged or Slow Drains:

- Clogged or slow bathroom drains are normally a result of excessive hair or other debris in the drain. Try removing hair using a plastic hair snake sold at local hardware stores for under \$5.
- Do not use liquid drain cleaner on any drains.

Clogged Toilet:

- Clogged toilets are commonly caused by excessive toilet paper or foreign objects falling into the toilet. Keep the toilet lid closed when not in use to help prevent objects from falling into the toilet.
- Try using a plunger to clear the clog. Do not flush the toilet repeatedly if the water is not lowering to the normal level.

Garbage Disposal Issues:

- Cycle on the disposal at least once weekly to avoid the disposal rusting together. Always have the water running when the disposal is turned on.
- If the disposal does not turn on or make a noise, press the reset button on the bottom of the disposal and try again.
- If the disposal hums, there is either an object stuck in the disposal, or the disposal has rusted together. With the disposal off, try to remove any objects that may be clogging the disposal (bottle caps, utensils, broken glass, or excessive/incorrect food debris.) If nothing is in the disposal, use the S shaped wrench under the sink to manually spin the disposal shaft, then try again.

Electrical Issues:

- If your entire unit is without power, please check your power company outage map as it may be a wide spread issue.
- If specific lights or outlets are without power, check your breaker panel for tripped breakers. A tripped breaker will be any breaker that is in the “middle” position on the panel. To reset the breaker, flip the breaker completely OFF, then to the on position.
- If you have a kitchen or bathroom electrical issue, look for a tripped GFCI outlet. These are outlets normally located near or above countertops and have 2 buttons on them. Press the RESET button to reset the circuit.

Pest Control:

- Keeping a clean house is essential to avoiding pest issues. Trash should be taken out regularly, no open food kept on the countertops, dishes washed immediately after done using, and food stored in appropriate containers. Avoid allowing standing water to accumulate outside.
- Keeping the lawn clear of leaf and debris piles will help reduce the likelihood of pest issues, and is a critical part of the pest remediation process.

Heating and Cooling:

- Ensure your furnace filter is clean. To keep your HVAC running efficiently, filters should be replaced every 3 months or sooner. If you have pets, filters will likely need changed monthly to prevent excessive buildup.
- If your HVAC system will not turn on, please try replacing the thermostat batteries. If you notice the low battery indicator, preventatively replacing the batteries will help you avoid future issues.

Plumbing:

- Unhook all hoses when not in use. Failure to do so could result in freezing and costly repairs.
- To prevent excessive moisture and mold growth, proper ventilation should be used at all times. If your bathroom has an exhaust fan, always use the exhaust fan when showering, and for at least 15 minutes after. If the bathroom does not have a fan, open the window or door after showering to allow the moisture to vacate.