

# TENANTS TROUBLESHOOTING GUIDE

A LANDLORD IS GENERALLY NOT RESPONSIBLE FOR COVERING THE COST OF REPAIRS CAUSED BY THE TENANT'S NEGLIGENCE. IF A TENANT NOTICES AN ISSUE AND FAILS TO REPORT IT, THE TENANT MAY BE HELD LIABLE FOR ADDITIONAL DAMAGE THAT WOULD NOT HAVE OCCURRED HAD THE TENANT MADE A TIMELY COMPLAINT. BELOW ARE SOME SIMPLE MAINTENANCE TASKS THAT TENANTS CAN PERFORM TO HELP RESOLVE MINOR ISSUES BEFORE OPENING A WORK ORDER.

## **SMOKE ALARMS AND CARBON MONOXIDE DETECTORS:**

- If your smoke alarm or carbon monoxide detector is beeping, it probably needs a new battery. It is the tenant's responsibility to ensure all alarms have functioning batteries.

## **GARBAGE DISPOSALS:**

- Clogged garbage disposals are most often caused by what was put into the disposal. Note: Do not use liquid drain cleaner in the kitchen sink, especially in a garbage disposal.
- Do not put potato peelings, coffee grounds, or eggshells into your disposal. These items will stick to any sludge in the pipe and quickly create a clog.
- Maintain your disposal by regularly grinding up pieces of lemon peel and ice cubes.
- Avoid odors also by putting a couple handfuls of baking soda and a half cup of vinegar into the disposal. With the unit turned off, apply the mixture and allow it to finish foaming. Finally, rinse it down the drain with running water.
- Reset the safety switch underneath the bottom of the disposal unit under the sink cabinet

- Make sure the unit is turned off. Check for blockage in the sink around the blades.

### **SLOW/CLOGGED DRAINS:**

- Remove hair and debris from the drain. You can use a very inexpensive drain stick from a home improvement store to easily remove hair clogs.
- Try using a plunger.
- Pour a pot of boiling water down the drain, pour in ½ cup baking soda. Let sit for a few minutes. Then pour a mixture of 1 cup white vinegar and 1 cup hot water and let it sit for 5-10 minutes. Flush one more time with pot of boiling water.
- If these options don't work, try using a liquid drain cleaner such as Drano.
- If these steps do not resolve the issue, please proceed with a maintenance request.
- Note: Again, do not use liquid drain cleaner in the kitchen sink, especially in a garbage disposal.

### **CLOGGED TOILETS**

- Use a plunger to clear the clog.
- If a plunger doesn't work, try to use a snake to remove the clog.
- If the toilet is still clogged after these steps, please proceed with a maintenance request.

### **A/C OR HEAT NOT WORKING:**

- Check the air filter and replace if dirty.
- Make sure the air filter is clean and properly installed.
- Maintaining a clean air filter is tenant responsibility. Please change your air filter every 2-3 months.

- Check the batteries in your thermostat
- If replacing the filter or replacing the batteries does not fix the problem, please proceed with a maintenance request.
- Make sure if you have propane, that the tank has not run out

## **POWER OUTLETS AND POWER OUTAGES:**

### **Outlets**

- Test the light switches to see if they turn the outlet on and off.
- Locate the GFCI outlets (outlets with the test and reset buttons). Look for GFCIs in bathrooms, kitchens, basements, garages and on the home's exterior. Then press the reset button on all GFCI outlets you can find.
- If the reset button does not work, please proceed with a maintenance request.

### **Power Outages**

- Make sure the power is not out in the area by checking with your local power provider.
- Check the breakers. Reset the breaker by moving it to the full "off" position and then back to "on"
- If the power is not out in the area and checking the breakers does not work, please proceed with a maintenance request.

## **GARAGE REMOTES/DOORS:**

- The most common cause of garage door remote control failure is weak or dead batteries.
- If replacing the batteries does not work, or you have other issues, please proceed with a maintenance request.

## **SPRINKLER TIMER AND/OR THERMOSTAT PROGRAMMING:**

- Refer to the owner's manual or use Google to determine how to program your model of sprinkler timer and/or thermostat.
- If you cannot program the timer/thermostat, please proceed with a maintenance request.

#### **PEST CONTROL:**

- Try products like insect repellent or mouse traps or bait that you can purchase and use yourself.
- Make sure that food and trash are not accessible.
- If you have tried to resolve the pest issue yourself and cannot, please proceed with a maintenance request.

#### **DRYER DUCT CLEANING:**

- The tenant is responsible for maintaining a clean dryer, as well as the duct through to the outside of the home. Ducts that vent to the roof are the landlord's responsibility. The tenant should not go on the roof.
- A dryer can automatically shut down due to overload of lint in the filter. Make sure the filter is clean.
- Failure to clean the dryer is the leading cause of dryer fires.

#### **Washing Machine Not Working:**

- Check to make sure washing machine taps are turned on at the wall
- Check to ensure properly closed lid
- If the machine has stopped in mid cycle you may have overloaded the machine and caused it to be out of balance. Try redistributing the wash evenly in the drum.

#### **Refrigerator Not Staying Cool or Freezing**

- Check the thermostat to make sure it hasn't been turned way down by mistake

- Be sure vents on the back of the freezer compartment aren't blocked by boxes or ice cream or frozen food packages. Vents must be kept clear for cold air to circulate
- Vacuum coils under or behind the fridge. Clogged or dusty coils can cause poor cooling.

**No Water:**

- Check the breakers for tripped breaker switches
- Check for any leaks or running toilets
- Check to see if the hot water tank or the pressure tank is leaking. If you have water, but no hot water and the water heater is gas, check to see if the pilot light is out.
- Did you use too much water and run the well dry? Give it a couple hours to refill

