

APPLIANCE

Dryer

Per your lease the Dryer is provide as a convenience but repairs or replacements are the tenant's responsibility. Please let us know if you are experiencing difficulties with this appliance and we will direct you accordingly.

Dishwasher not cleaning

1. Check bottom of dishwasher for food pieces (can be vacuumed out)
 2. Run a half load with dishes spaced out
 3. Run Garbage disposal
 4. Run dishwasher with 4 cups of White Vinegar
 5. Try a different type of dishwasher detergent
- Create service request*

Dishwasher not working

1. Check circuit breaker
 2. Check water turn on valve
- Create service request*

Oven Element not Working

1. Clean out inside of oven making sure that all oven cleaner cleaned off element
 2. Check circuit breaker and plug to stove
- Create service request*

Refrigerator/Freezer not cooling

1. Check circuit breakers,
 2. Check plug and outlet
 3. Check thermostat adjustment in refrigerator
- Create service request*

Refrigerator leaking

1. Clean and defrost refrigerator
 2. Pour two cups of bleach down drain line (Located at bottom inside of refrigerator)
- Create service request*

APPLIANCE

Stove-top Element not working

Switch a working burner with the non-working burner to make sure it's the burner that is burned out/broken, not the burner clip If burner is broken, purchase A burner (they are at Home Depot and Lowe's).

If Clip is broken -*Create service request*

Washing Machine

Per your lease the Washing Machine is provide as a convenience but repairs or replacements are the tenant's responsibility. Please let us know if you are experiencing difficulties with this appliance and we will direct you accordingly.

Water Heater not heating

1. Check circuit breaker
 2. Ensure that water heater is not heating past capacity (i.e. six showers in one hour)
 3. Check plug and outlet
- Create service request*

Water Heater Leaking

1. **Find out where leak is coming from**
 - Make sure bottom spout is turned to off position
 - Make sure connection to the water heater from pipe is secure
 - Ensure water leak is coming from water heater itself
2. **Call office/Emergency line**
Create service request

PLUMBING

Burst pipe

1. Locate the source of the leak
2. Turn off the water at the appropriate valve, (under the sink or by the street)
3. Clean up as much of the water as possible to minimize damage.

Create service request or call our office.

PLUMBING

Drain Clogged-kitchen

1. Check Garbage disposal –reset if needed and/or remove large particles
 2. Check Dishwasher for back-up
 3. Use Drano***Do not use on Garbage disposals**
- Create service request*

Drain Clogged- Bathroom Sink or Tub

1. Check tub water-release to make sure it's working
 2. Use Drano & Plunger.
- Create service request If you can't remedy after 6 hrs.*

Garbage Disposal

1. Reach under the Garbage disposal and push the yellow or red reset button.
 2. Next to the button should be a hole. Try sticking an Allen wrench in the hole and turning it clockwise. It could be that the mechanism is jammed.
 3. Check pluHgs and breakers
- Create service request*

Leaking sink at faucet

1. Replace washer
 2. Use a wrench to tighten the source of the leak.
- Create service request*

Toilet running

1. Check handle,
 2. Check inside flapper,
 3. Check the fill valve is popping up when the tank is full
 4. Purchase replacement Flapper or valve (Home Depot or Lowes)
- Create service request*

AC/HEAT

AC running but not cooling

1. Reset circuit breakers (turn them off and back on)
 2. check thermostat
 3. Check AC filter (should be changed monthly)
- Create service request*

AC dripping

1. Turn off AC if possible, may cause damage to dry wall or AC unit
2. Check AC filter (should be changed monthly)
3. *Create service request*

AC not running

1. Reset circuit breakers (turn them off and back on)
 2. Check AC filter (should be changed monthly)
- Create service request*

AC not cooling/heating very well

1. Check to see if unit is a Heat Pump, Heat Pumps will not cool or heat beyond capacity
 - If it is 90+ outside, unit will cool to about 75
 - If it is 40 outside, unit will heat to about 65
 2. Check AC filter (should be changed monthly)
 3. Change battery in thermostat
- Create service request*

ELECTRICAL

An appliance, ac, socket Or light switch isn't working

1. Reset circuit breakers
2. Check Plug and outlet
3. *Create service request*

Light bulbs out

Tenant responsibility

ROOF LEAK

1. Make sure that leak is occurring only when it is raining.
2. Other causes for leak in ceiling
 - AC drip pan overflowing, (may come out of vents as well)
 - Plumbing in ceiling, some homes have plumbing in the ceiling
 - Make sure house is sealed including all windows, doors, soffit and fascia

Create service request

Management, we are happy to help you resolve any system break downs or repairs that are needed in your home. Per your Lease, you are responsible for proper upkeep of your property. This includes repairs up to \$50. Before we send out a vendor we want to make sure that the repair is something warranting a professional. Please use this Guide to help trouble shoot any problem before putting in a request.



Troubleshooting Guide

We ask that you put all service requests in written form on your portal. In the event of an emergency that is causing structural damage, please leave a message on our after hour's line at - (813) 244 - 0477. One of our dedicated staff members will get the message and begin the process for repairs.