



## TROUBLE SHOOTING GUIDE FOR GENERAL MAINTENANCE AND CARE

Company Name

Tenant Lease Start Date

Tenant Names (Financially Responsible)

**Mold:** Please refer to your leasing packet which included a detailed Mold education pamphlet. There are detailed cleaning instructions contained in this pamphlet. The easiest way to clean mold is with Bleach. Use gloves and proper ventilation. There are other store bought cleaners that work well on mold. Follow the instructions on all products used to clean mold.

**Smoke and Carbon Monoxide Detectors:** Tenants are responsible for keeping fresh batteries in smoke and carbon monoxide detectors. Removing or tampering with a smoke alarm is punishable by law. Press the test button or test with approved smoke detector smoke spray monthly. If your smoke detector beeps, replace your battery with a 10 year lithium battery.

**Garbage Disposal:** Only use garbage disposals for fine organic material only. Potato peels, banana peels, coffee grounds, egg shells, bones or any tough material should not be placed in the disposal. You need to run the cold water when the disposal is on. If your disposal is not making a sound and not working hit the reset button. It is usually found on the bottom of the disposal. If your disposal is making a buzzing sound when on but not working shut it off. When the disposal is turned off carefully place your hand in the drain and feel for any lodged item. Remove any item found. Remove your hand from the drain and retest.

If all of the above fails use an allen wrench to move the underneath bottom center shaft and gently twist back and forth. This should un-jam the disposal. If we service the disposal and the steps above were not taken the tenant will be billed for the expense.

**Plugged Toilet:** Always plunge the toilet yourself first. If the toilet is overflowing, turn off the water behind the toilet. If you are unsuccessful at unclogging the toilet yourself create a Maintenance Request. Charges will be made to the tenant for any plugged toilet that is not the result of tree roots or a pre-existing plumbing issue.

**Normal Insect Control:** Tenants are required conduct normal insect maintenance. However, if there was a pre-existing condition place a maintenance request as soon as you discover the issue. For fleas, foggers are reliable. Purchase supplies at any hardware home and garden store. Always follow the instructions carefully with using pesticide product. For spiders use premixed insecticide. Follow the direction on the package. Purchase bait for ants, snails, sow bugs and slugs and similar pests. Follow the package instructions.

\*\* Only request maintenance after you have tried common remediation solutions.

**No Hot Water:** If the water heater is electric check and reset breaker in the electric panel or some properties have fuses. Push reset button on the water heater. There may also be an outside breaker on the meter that needs to be reset. Create a maintenance request if you need someone to walk through this process with you or you have tried and are unable to restore the heat. With gas water heaters, check to see if the pilot light is on. If it is push the reset button. If not, you can call NW Natural Gas 1-800-422-4012. They will assist with relighting the water heater.

**Drains are Clogged** Do not let hair, grease and other foreign objects enter the drain. You can purchase "hair catchers" at any hardware home and garden store. Scrape large food debris off plates before placing them in the dish washer. Drano is a good remedy for clogged drains. Follow the package instructions. Be careful with any caustic solution.

#### **No Electricity:**

- First check to see if the whole area is without power in which case call your local electric company.
- Check to see if a circuit breaker is tripped, or fuse blown. To reset a tripped breaker, move the switch all the way to "OFF" then all the way back to the "ON" position. Check to see if any fuses are burned out and need to be replaced. Only use the correct ampere rating if attempting to change a fuse.
- If there is not power to an individual outlet, check and reset GFI switches. Check to see if the wall switch needs to be turned on.
- If a light is not working you may need to change a bulb.

**Dishwasher Not Draining:** Clean food out of the bottom of the dishwasher and remove any obstruction.

**Stove Not Working:** Make sure the stove is plugged in. Check breakers. If it is just one burner that is not working make sure the burner parts are set in correctly.

**Carpet Care:** Carpets should be vacuumed once a week for the maintenance of your carpet. Heavy traffic areas may require more frequent vacuuming.

React immediately to stains. Always pre-test a spot cleaner. Blot (do not rub) spills with a clean white cloth.

**\*\*Your carpet was professionally cleaned upon move-in. You will need to have them professionally cleaned upon move-out and provide us with a receipt. If we do not obtain a receipt you will be charged for a professional re-cleaning.**

**Landscape Maintenance:** Landscape is required by the tenant. Landscaping includes mowing, watering, trimming shrubs and trees and all facets of yard care. Grass should not exceed 6 inches. Weeds should be kept out of lawn and flower beds. Fallen leaves are to be removed.

Tenants shall remove all debris/litter/garbage from the premises promptly. No shrubs, trees or perennial flowering plants are to be removed without written permission from Zenith.

**Winterization:** During the winter months it is important to guard against damage due to freezing weather. Please use the following tips:

- Keep your heat above 50 degrees, even when you are gone
- Cover foundation vents
- Disconnect water hoses and place freeze guards on outside water spigots.
- Keep a steady drip flow in the faucets when temperatures fall below 32 degrees.
- If a pipe break is detected immediately shut off the water and call the emergency Zenith Line 866.226.3808 to report the break.

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