

Maintenance Handbook for Residents

This handbook is designed to help avoid troublesome issues in your new home and aims to clarify the various types of maintenance, general prioritization and when/how to engage our team.



SKYLINE
PROPERTIES

SCAN THE QR CODE FOR
ACCESS TO YOUR PORTAL:



WELCOME HOME!

ANY QUESTIONS OR CONCERNS
CONTACT US BELOW:

-  218-789-2620
-  rentals@skylinepropertiesnow.com
-  myskylinehome.com

URGENT MAINTENANCE ISSUES PLEASE
CALL. ALL OTHERS PLEASE USE THE
PORTAL

Urgent vs. Standard Maintenance Requests

1. Urgent (Emergency) Repairs

These must be addressed **immediately or within 24 hours**, depending on severity.

Examples include:

- No heat in winter (required Oct 1–Apr 30)
 - Broken water lines or flooding
 - Sewer backup
 - Gas leaks
 - Electrical hazards (e.g., exposed wiring)
 - Broken locks preventing secure entry
 - Fire or smoke damage
 - Roof leaks causing active flooding
 - Any type of mold presented
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Why it matters: These issues pose risks to health, safety, or property and can lead to legal liability if not addressed promptly.

2. Standard (Non-Emergency) Repairs

These should be addressed within a reasonable timeframe, depending on availability and severity.

Examples include:

- Dripping faucets or minor leaks
 - Broken appliances (if provided by landlord)
 - Clogged drains (unless tenant-caused)
 - Damaged blinds or screens
 - Pest sightings (non-infestation level)
 - HVAC filter replacement (if required for heating function)
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Why it matters: These affect comfort and functionality but do not pose immediate danger.

Best Practices:

- Tenants must submit requests via their online portal or contact us at our phone number. Telling ‘staff’ onsite does not constitute as documenting issue.
 - Providing pictures, what has been done and as much detail as possible are very helpful in expediting assistance.
 - Emergency entries are allowed without notice, but standard entries require 24-hour notice
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COMMON MAINTENANCE ISSUES

1. Clogged Drains (Sink or Tub)

Steps to Resolve:

1. 🗑️ Remove visible debris from the drain.
2. 🧴 Pour 1/2 cup baking soda followed by 1/2 cup vinegar down the drain.
3. ⌚ Wait 15 minutes, then flush with hot water.
4. 🚰 Use a plunger if the clog persists.

Call Maintenance If:

- Water backs up after trying the above steps.
 - Multiple drains are clogged simultaneously.
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2. Blown Circuit / Power Outage

Steps to Resolve:

1. 🔍 Locate your breaker panel, typically in your hallway or kitchen living space.
2. 🔄 Identify any switches in the middle or "off" position.
3. 🚫 Flip them fully off, then back on.
4. ⚡ Unplug appliances before resetting to avoid overload.

Call Maintenance If:

- Breaker trips repeatedly.
 - Outlets or lights remain non-functional.
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3. Plugged Toilet

Steps to Resolve:

1. 🚰 Use a plunger and plunge vigorously.
2. 💧 Add Cold water and dish soap to help break up the clog.
3. ⌚ Wait 10–15 minutes and try plunging again.
4. 💧 You can also quickly dump 3-5 gallons of water to get it to flush, just don't overflow it. 😊

Call Maintenance If:

- Water overflows or doesn't drain.
- A foreign object was flushed.

4. Heat Lacking

Steps to Resolve:

1. 🔌 Check thermostat settings and batteries.
2. ✅ Ensure the unit is turned on and set to the correct mode.
3. 🔍 Check the circuit breaker.
4. Be sure to move furniture away from the wall where heaters are present.
5. Ensure the heater vents are free from dust, debris and are kept clean.

Call Maintenance If:

- Unit doesn't respond or blows room-temperature air.
 - Unusual noises or burning smells occur.
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5. Refrigerator Not Cooling

Steps to Resolve:

1. 🔌 Ensure fridge is plugged in and settings are correct.
2. 🧹 Clean dust from coils.
3. 📦 Avoid overloading the fridge, as this will prevent proper airflow and door closure

Call Maintenance If:

- Food spoils quickly.
 - Fridge is warm despite correct settings.
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6. Smoke Detector Beeping

Steps to Resolve:

1. 🔋 Replace the battery if accessible.
2. 🔄 Press the test/reset button.

Call Maintenance If:

- Beeping continues after battery replacement.
 - Detector is hardwired and inaccessible.
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7. Garbage Disposal Not Working

Steps to Resolve:

1. ■ Ensure the disposal is switched off.
2. 🔄 Press the reset button on the bottom of the unit under sink.
3. 🗝️ Use tongs to remove any visible obstructions while it's off.

Call Maintenance If:

- Unit hums but doesn't grind.
 - Reset button doesn't restore function.
 - Be aware if issue occurs with garbage disposal, we will **remove** the appliance.
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8. Pest Sightings

Steps to Resolve:

1. 🚫 Keep food sealed and areas clean.
2. 📱 Report sightings via the maintenance portal.

Call Maintenance If:

- You see multiple pests or nests.
 - DIY traps are ineffective.
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9. Water Leaking from Light Fixture

⚠️ Immediate Steps:

1. ⚡ **Do NOT touch the light fixture or any electrical switches.**
2. 🛑 If safe, turn off power at the breaker panel for that area.
3. 💧 Place a bucket or container under the leak to catch water.
4. 📞 Contact maintenance immediately and report the issue.

Why This Matters: Water and electricity are a dangerous combination. Turning off power reduces the risk of electrical shock or fire.

Call Maintenance If:

- Any water is leaking from a ceiling light or electrical fixture.
 - You notice discoloration or bulging around the fixture.
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10. Shower Water Spillage

Steps to Prevent:

1.  Always ensure the shower curtain is fully inside the tub while showering.
2.  Wipe up any water on the floor immediately after use.
3.  Use a bathmat to absorb excess water and prevent slipping.

Why This Matters: Water on the floor can cause damage to your unit and leak into ceilings of neighbors below, leading to costly repairs.

Call Maintenance If:

- You notice water damage, stains, or dripping from the ceiling below your bathroom.
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11. Sewer Backup or Drain Odor

Immediate Steps:

1.  Avoid using sinks, toilets, or showers until the issue is resolved.
2.  If you smell sewer gas, open windows for ventilation.
3.  Contact maintenance immediately and report the problem.

Why This Matters: Sewer backups can cause health hazards and property damage. Prompt action prevents further contamination.

Call Maintenance If:

- You notice foul odors coming from drains.
- Water or waste is backing up into sinks, tubs, or toilets.

Do's and Don'ts Checklist

Do's:

-  Report maintenance issues promptly.
-  Keep drains clear of hair and food debris.
-  Scrap of dishes before putting in dishwasher.
-  Use appliances according to instructions.
-  Clean lint traps after every dryer use.
-  Maintain a comfortable temperature to prevent frozen pipes.

✘ Don'ts:

- ✘ Flush wipes, paper towels, or hygiene products.
 - ✘ Overload electrical outlets or power strips.
 - ✘ Put grease, bones, or any food in any drains.
 - ✘ Leave windows open during freezing temperatures.
 - ✘ Ignore small leaks or unusual appliance noises.
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Thank you for helping us maintain a safe and comfortable living environment. If you're ever unsure, please reach out to maintenance!

Warm regards,

Skyline Properties Team