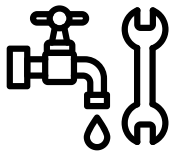




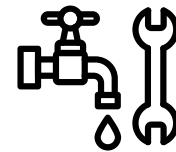
FOPM

Maintenance troubleshooting

Check our common quick fixes before submitting a maintenance request. Our experienced and friendly team is always available to help walk you through any of these items. Some videos are provided - view the video by clicking the title.



PLUMBING



**** Most plumbing problems are caused by negligence or not adhering to plumbing cardinal rules****

ANY ISSUES CAUSED BY THE TENANT WILL BE BILLED TO THE TENANT INCLUDING SERVICE CALL FEE, LABOR, AND COST OF ANY MATERIALS

THINGS THAT DO NOT BELONG IN A TOILET OR ANY DRAIN:

- Floss
- Grease, Oil & Fat - like heart disease, these will decrease the flow of pipes over time
- Band-aids - these are plastic and not bio-degradable
- Medications - contaminate the water supply
- Disposable Wipes - EVEN if they say you can, Don't!
- Paper Towels - these do not break down like toilet paper
- Feminine Hygiene Products
- Make-up Products - including cotton pads and swabs
- Cat Litter
- Condoms
- Hair

NEVER POUR GREASE DOWN THE DRAIN:

- Collect liquid grease to be recycled
- Wipe pans clean with a paper towel
- Rinse pans with cold water
- Food scraps go in the garbage, NOT the garbage disposal

TOILET IS CLOGGED (video provided)

- Plunge the toilet to clear the clog and/or
- If you do not have a plunger,
 - Squirt generous amounts of dish soap or shampoo into the clogged toilet.
 - Add a gallon of very hot (but not boiling) water to the bowl.
 - Wait a few minutes and watch — the water should break up the toilet paper, and the soap should help it slide down the pipe.

*** Toilet clogs caused by tenant will be billed a maintenance service call and hourly rate***

HOW TO STOP AN OVERFLOWING TOILET (video provided)

- Remove toilet tank lid
- Lift up the fill valve (or float ball)
- Pull out the water tube
- Reach down and turn OFF the water valve (turn valve CLOCKWISE)

SHUT OFF WATER TO YOUR TOILET

- Look for the valve which is located to the LEFT behind your toilet tank
- Turn the knob to the RIGHT (clockwise) to close the valve and stop water flow

SHUT OFF WATER TO YOUR SINK FAUCET

- Turn off water from faucet if possible
- Locate water lines below sink which lead to water valves
- Turn water valves to the RIGHT (clockwise) to stop the water flow

SINK, TUB, OR SHOWER IS CLOGGED

- Pull any hair out of the drain.
- Try drain cleaner.

CHECKING TOILET FOR LEAKS

- Check for sounds of running water, trickling or hissing sounds
- Add 25 drops of food coloring to inside of toilet tank
- Wait 15 minutes...if no dye shows up in toilet bowl, no leak exists
- If dye appears in bowl, toilet needs repair. Please log a maintenance request through your tenant portal

NO HOT WATER

- Make sure if gas water heater gas is turned on and pilot is lit
- Check thermostat on hot water tank
- Check breaker panel or fuse

WATER TOO HOT

- Check thermostat on hot water heater and turn down

GAS HOT WATER HEATER NOT WORKING

- Ensure that the gas has been turned on by the gas company
- Check to see if the pilot light is lit.
- Gas companies will come out and light the pilot for free.

DISHWASHER WON'T DRAIN

- Clean food out of bottom of dishwasher
- Clean float
- Rinse dishes before loading
 - Use jet dry once a month
 - Jet dry prevents hard water build up so keep this filled

GARBAGE DISPOSAL WILL NOT WORK OR MAKES AN USUAL NOISE (video provided)

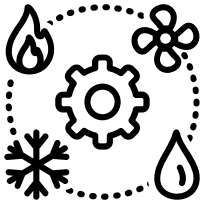
- To reset your garbage disposal follow these simple instructions:
 - Make sure that the disposal switch is in the "OFF" position.
 - Gently press the red button in to reset garbage disposal. If it does not stay in (retracted), wait ten minutes and try again.
 - Turn on a cold stream of water and turn the disposal switch to "ON" position, the disposal should now run again.
 -

PREVENT FROZEN PIPES - Pipes most at risk for freezing include: (video provided)

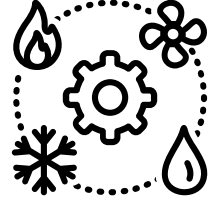
- Exposed pipes in unheated areas of the home such as an attic, crawl space, and garage, are at risk of freezing. Using inexpensive foam pipe insulation is enough for moderately cold climates.
- Pipes located in exterior walls. – best solution is to open up the wall and add more insulation. Another option is to reroute the pipe.
- Any plumbing on the exterior of the home. – detach hoses and install a faucet insulator

THERE IS A PLUMBING PROBLEM WHERE WATER IS RUNNING OUT ONTO THE FLOOR OR AREAS WHERE IT COULD CAUSE DAMAGE (video provided)

- Immediately contain the water by placing a bucket, pot or other container under the leaking pipe to prevent water damage to the cabinet or flooring.
- If the water line break is big and the water cannot be contained with a bucket or other container, please check for a waterline shutoff valve to the home. It may be in a crawl space, a basement room that also houses the hot water heater or outside along the foundation of the home. If you have a wrench or T-bar, you can shut it off at the water meter itself.
- Call us immediately.



HEATING AND AIR CONDITIONING



** 95% of service calls are due to dirty air filters*

TENANT WILL BE CHARGED A SERVICE CALL AND ANY REPAIRS
AS A RESULT OF DIRTY AIR FILTERS

HOW TO CHANGE YOUR AIR FILTER (video attached)

- Locate the air-intake grill that holds the filter.
- Open grill, remove old filter.
- Replace with new one - IMPORTANT: air flow arrow on filter to point in the direction air is traveling (being "sucked" to).
- Check filter monthly. A good habit is to check the filter each month when making your rent payment.
- A clean filter will ensure your A/C is running smoothly and keep electric costs to a minimum.

HEAT PUMP NOT KEEPING THE HOUSE COOL IN THE SUMMER

- AC units are only effective at lowering the inside temperature by about 20 degrees less than the outside temp. So in 95+ degree weather, the AC will not be able to keep the inside at temps below 75.
- Go outside to the air unit and check to see if the unit is frozen. If so, you will need to turn the system off and give the unit time to defrost.
- Change the air filter and ensure that nothing is in front of the return vent that would restrict air flow
- Open any closed vents/registers

HVAC IS NOT HEATING EFFECTIVELY. IT IS BLOWING AIR THAT DOESN'T FEEL WARM OR SEEMS TO RUN ALL THE TIME.

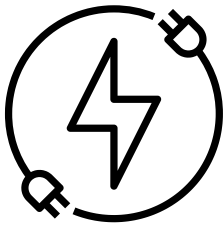
- If the temperature outside is below 35 degrees, the heat pump loses efficiency and may not be able to keep up. Inside will be about 2 degrees below what the thermostat is set on. The auxiliary heat will cut on often to maintain the temperature.
- Check the outside air unit and see if the unit is frozen. If so, you will need to turn the system off and give the unit time to defrost.
- Change the air filter and ensure that nothing is in front of the return vent that would restrict air flow
- Open any closed vents/register
- Fan should be set to “auto” and system should be set to “cool”
- Check fan in the condenser unit outside- is it spinning and free of any leaves, debris?
- Check the drain line – is it dripping or clogged?

HVAC UNIT WILL NOT TURN ON AT ALL

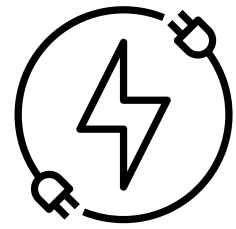
- Ensure that the thermostat is set correctly.
- Verify Gas service is connect with utility company (if applicable)
- Try changing batteries in thermostat
- Ensure filter is changed
- Check the breaker at the breaker box AND the breaker outside at the unit.

GAS HEAT NOT WORKING

- Ensure that the gas has been turned on by the gas company
- Check to see if the pilot light is lit.
- Gas companies will come out and light the pilot for free.



ELECTRICAL



CIRCUIT BREAKERS & GFI OUTLETS (videos provided)

- Some outlets are known as GFIs located near wet areas of your home (i.e. kitchen and bathrooms)
- When power becomes overloaded they will 'trip' (stop working).
- Press reset button on them to power back on (usually small button in the center of the outlet plate)
- Still not working? Check other GFI outlets in the home and reset. If that does not work, find the breaker panel and check for flipped switches. Flip back to "On" to restore power.

LIGHTS IN ONE ROOM WILL NOT WORK

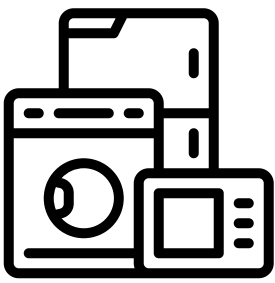
- Check the breakers
- Check the light bulbs

OUTLETS WILL NOT WORK

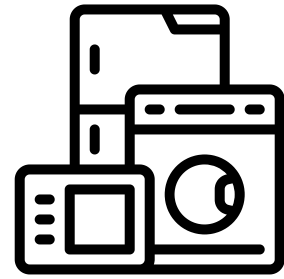
- Check the breakers
- Plug a lamp that you know works in the outlets to see if it is just the one outlet or the whole room.
- If the outlets are in the kitchen, bathroom or outside than one of the outlets will have a GFI button. Press that button to reset the GFI and then see if the outlets work. It is possible that the GFI reset button is in the breaker box.

NO POWER IN THE HOME

- Call the power company.



APPLIANCES



HOW TO CHANGE YOUR FRIDGE FILTER

- Slow water flow from your fridge? Try changing the water filter (this is a tenant's responsibility and cost)
- Filter should be changed every 6 months or more frequently depending on usage
- Each fridge will have its own unique filter system - you can find details for each in the manual or by searching online
- Locate the filter, twist to the left to remove, twist right to install
- Some may have a push button system
- Reset the filter button to reflect a new filter has been installed

REFRIGERATOR NOT WORKING (video provided)

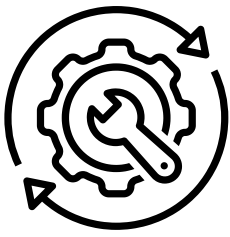
- Check to see if it is plugged in.
- Check to see if breaker is tripped.
- Check thermostat, set correctly
- Make sure front and back grills are clean
- Clean out drain hole
- Make sure fridge and freezer is not overcrowded and any vents are not blocked by food/items

GAS FIREPLACE NOT WORKING

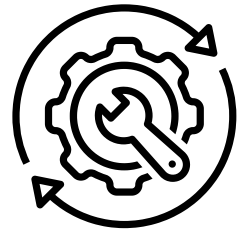
- Make sure the emergency gas valve is turned on
- Check to be sure pilot light is lit
- If you are not able to get the pilot light lit, contact Family Owned Property Management, LLC and we will have our experience maintenance team assist you.

GAS RANGE CLICKING

- Wet burners are usually why a gas stove top will not light
- When cleaning, avoid using too much water that will make the burners wet
- Try to clean using a damp cloth only
- To dry out, turn oven on to 350 degrees for 30 minutes



OTHER MAINTENANCE



MOLD/MILDEW ISSUES

- Mold can grow almost anywhere that spores land and find moisture and a comfortable temperature.
- Mold is typically found indoors at levels that do not affect most healthy individuals.
- Almost every home gets some type of mold - the trick is to clean it up before it spreads.
- The most visible type is mildew, which begins as tiny black spots. This is the stuff you see in grout lines in your shower, on damp window casings, etc.
- Check out this terrific site for more information on mold and how to clean it up: www.treatitlikedirt.com

KEY STUCK IN DEADBOLT

- First, realign the key so it is in a vertical position (12 o'clock)
- Apply light pressure to a smaller disc around the key (called a plug)
- Pull and remove the key from the lock

SMOKE DETECTOR CHIRPING (video provided)

- Disconnect the smoke detector by twisting counter-clockwise
- Replace the battery with a new one (this will most likely stop the chirping)
- If it is still chirping, remove the battery and hold down the test button for 15 seconds to drain any remaining charge
- Insert the new battery and reattach to the wall/ceiling
- If this doesn't fix the problem, please contact Family Owned Property Management, LLC immediately

WINDOW CONDENSATION/SWEATING

- Condensation is caused by high humidity in your home
- Run vent fans in bathrooms when showering to prevent condensation
- Turn off vent fans in the kitchen when cooking
- In extreme situations you may need to install a dehumidifier in your home

HOW TO USE A FIRE EXTINGUISHER:

- <https://www.youtube.com/watch?v=BLjoWjCrDqg>

HOW TO OPEN A GARAGE DOOR MANUALLY:

- <https://www.youtube.com/watch?v=Rtpb9Pa8ong>

HOW TO CHANGE FLUORESCENT LIGHT BULBS:

- https://www.youtube.com/watch?v=5r_qG2SPwj0

HOW TO CHECK AND ADJUST THE SAFETY EYES ON A GARAGE DOOR:

- <https://www.youtube.com/watch?v=0slbELwRTWU>