

Echo Properties

FAQ's for Emergencies

My Toilet is overflowing, what do I do!

CALL US OR CALL ROTO-ROOTER

Nothing should go down the drain except toilet paper and human waste.

If a main drain clog is caused by Roots or Sludge, it is a Landlord billed repair.

If a main drain clog is caused by paper towels, feminine sanitary products; personal wipes, birth-control devices, toy cars, stuffed animals, baby dolls, wood or any other item that is not tree roots or sludge, it is a tenant billed repair.

My Air-Conditioner is not blowing and it's really hot in the house! Help!

CALL US! We will be out as soon as is humanly possible!

A/C Problems don't get better, they get worse!

Questions we will ask to help get a fix asap:

Is the fan in the outside unit running? Is it making **any** sound?

Is the inside unit running? Is air actually coming out of the vents?

Is the thermostat actually showing text and numbers? Text us a pic!

1.) The coil may be frozen up.

>Did you change your filter last month? Changing your filter saves you energy \$ and keeps you cool! Dirty filters are the #1 cause of freeze ups.

>The thermostat is a switch, not a gas pedal. If you turn your A/C off when you leave then turn it on when you return, setting it very low will not cool your house off faster.

>74* is about the lowest that is safe for most A/C systems. Set it cooler and your bills go way way up, and run the risk of a freeze-up!

2.) There may be a problem with the outside unit. CALL US!

My Sink faucet is dripping/toilet running on!

Send us an email, we will get it on the regular maintenance schedule.

Water is spurting from the walls/ceiling/lawn!

Call us! AND call Denton Water after hours to shut off the water. **(940) 349-7000**

When is my lawn going to be mowed? When are you trimming the shrubs?

This is a single family property, not an apartment complex. Lawn care is the duty of the tenant.

It's in your Lease!

If you don't mow and trim your lawn, we will have it mowed and up-charge you 25% for the trouble. Your responsibility is basic to the lease. If you want a good deal on someone to mow your lawn once or regularly, we have a small group of lawn guys we can recommend to you.

Lawn care issues can get you a Lease Violation Notice, so step up..