



Maintenance Procedures

During your occupancy, there may be an occasional problem in the unit or on the grounds. We try to respond to all maintenance problems in a timely manner. Most calls will be handled within 48 hours unless unusual circumstances exist. Maintenance requests should be called in early in the day. Late afternoon calls may be handled on the following day except in an extreme emergency.

Please note that Kelly Realty Services is responsible for maintenance. Tenant will be charged for any damages or misuse to the premises. The **minimum tenant charge is \$45.00** so it is worth a second look at the problem before you call. Common causes for tenant charges include, but are not limited to, such things as clogged toilets, garbage disposal problems, dishwasher clogs, heating and air operation, sink drain clogs, icemaker breakage, and water damage. Below we will cover the best ways to avoid these and other tenant charges:

- ✿ Buy a GOOD plunger. Tenants are responsible for plunging their own toilet. If you call in a work order for a clogged toilet and maintenance only has to plunge your toilet to unclog it, you will be charged for their visit. Do not place paper towels, excessive tissue, sanitary items or foreign objects in the toilet. If your toilet does overflow, look for the turn off valve that is behind the toilet bowl on the wall. Turn the valve clockwise until the water turns off.
- ✿ Do not place forks, bottle caps, bones, eggshells, and other non-degradable items in the garbage disposal. Large amounts of food and broken glass will also lock up the disposal. If disposal locks up, turn switch off and try to remove any items that may be stuck in the disposal. Then look for reset switch (normally located under the sink or on the bottom of the disposal). With the operating switch still in the off position, press reset switch until it clicks. If at this time, the garbage disposal still does not work, call our office for maintenance. Please note – you will still be held responsible for maintenance visit cost if there are items in the disposal that has caused it to be inoperable.
- ✿ Clean off dishes before placing them in dishwasher. Food and other debris left on dishes can cause dishwasher trap to fill up and make the dishwasher drain improperly or not at all.
- ✿ Do not allow grease, hair, toothpaste caps, cotton balls and swabs or other items to go down into your sink or tub drain. This can cause the drain to clog and you to be charged for the maintenance visit. To help prevent clogs, on a regular basis use a good quality drain cleaner (Draino) in all sink and tub drains.



- ✿ Become familiar with your thermostat. Know the meaning of its functions and switches. On most of our thermostats, there is a heat/cool switch. Set it on the appropriate function for what you want. The fan will run constantly if it is the “on” position, and will cycle on and off if set to “auto”. When in use, always leave your fan switch set on “auto” for maximum performance from your heating and air system. You will also want to set the thermostat to the temperature that you are trying to achieve. It is extremely important to change the filter in you heating/air unit monthly. This will help the system to function better and help reduce your electric bill. Also, be mindful of the overflow drain located close to air condition unit. Don’t cover this drain in any way. Please note that in times of extreme heat or cold outside, your heating and air conditioning unit may not be able to get your unit to the temperature that you desire. If you think that your heat/air system is not functioning properly, call our office.
- ✿ If you have an icemaker in your refrigerator, you will need to keep an eye on the “arm” located above the ice bucket. Move it up to stop making ice and down to begin the ice-making cycle again. Be careful not to hit the “arm” with other objects in your freezer as it is fragile and if it is broken, you will be charged the material and labor that it costs to replace it.
- ✿ Although a leaky roof, leaking water heater, leaking water pipe, or leaky sink may be a maintenance item that the owner is responsible for, you may be charged a tenant charge if you do not report the problem in a timely manner. Water can cause severe damage. Keep water mopped up or dried with towels as much as possible. Please report all water problems immediately. As the occupant of the unit, you are responsible for reporting all maintenance problems. Your water bill may also be much higher than normal if you allow a water leak to continue.
- ✿ If your heat is not working or your hot water heater does not have hot water, make sure that you have paid your gas bill if your unit requires gas service. You will be billed for maintenance visit if all that is wrong is that your gas service has been turned off by provider.

Other maintenance issues that you will need to be aware of are:

- ✿ Excessive use of electricity in a given area of the unit may cause the power to go out in a section of the unit. If this occurs, check the breaker box. Check all breakers to see if they are in the “on” position.



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- ✿ If your toilet begins to run constantly, turn off the valve located behind the toilet on the wall between uses. This will save on your water bill until maintenance can come out and fix the toilet. You can still use the toilet, you will just need to turn the valve on to flush and then turn it back off again to prevent it from running.
 - ✿ If your refrigerator quits working, you will need to get a cooler to place your food in or arrange with a friend or neighbor to borrow some space in their refrigerator/freezer. Neither the owner nor Kelly Realty Services are responsible for the replacement of spoiled food. Please note that sometimes a blocked drain in the refrigerator will cause ice to build up in the freezer or moisture in the refrigerator. You can help to avoid this by keeping the refrigerator clean and don't overfill it.
 - ✿ When hooking up your dryer, please be sure to properly connect your dryer vent. This is a fire hazard because