

# MAINTENANCE TIPS

We don't expect you to be an expert in home repair, but with a little effort you can handle many of the small problems that may arise in your property.

**If your toilet will not flush:**

If your toilet bowl is filling up with water but not going back down, you have a clog. Plungers are available at hardware and grocery stores and are very inexpensive. Plunging a toilet yourself is a great way to avoid a maintenance charge.

**If your shower/tub or sink drain is very slow:**

The most common cause of a slow draining shower is hair caught in the drain. A hook made from a spare wire coat hanger is a great tool for fishing out a hairy clog. Mesh drain covers can be found at most grocery stores and are great ways to prevent clogs from ever starting.

**If you have no hot water:**

Check to see if another resident in your home has recently taken a long shower, run the dishwasher, or run the washing machine. The hot water heater in your home may need a little time to recover after these activities. Give it 20 minutes and then try again. If still not fixed, check your breaker to be sure the hot water is on. Please do not attempt to adjust the hot water heater yourself. Water heaters contain high voltage wiring and dangerous heating elements.

**If your dishwasher soap won't dispense properly:**

If too many dishes are crammed into the dishwasher, the water spray can't reach the soap. This keeps soap from dissolving and keeps the dishes from getting cleaned. Also, please pre-rinse your dishes before putting them into the dishwasher to keep food debris from slowing water flow in your dishwasher and to avoid clogs.

**If you have problems with household appliances or non-working electrical outlets:**

For problems with household appliances try flipping the breaker first. If you have non-working electrical outlets, please try pressing the "reset" button on the GFCI outlet first.

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**If your HVAC system is not heating or cooling:**

First, make sure you have replaced the filter. The HVAC filter must be changed every 30 days. Next, step outside to look at the outdoor unit. If any part of the outdoor unit appears to have ice, please turn off system and allow the unit to thaw out. It will have to completely thaw out before any service can be performed.

**If you have a running toilet or dripping faucet:**

Please be sure to cut off the water supply line under the sink or behind the toilet first. If you are unable to stop the leak, please place an appropriate container under the leak to catch the water. Last, submit a work order request through your Resident Portal.