



## **Maintenance Instructions**

Please submit all maintenance request using the easy online form. This can be done from your home computer, thru your smart phone or in our office during regular business hours. All maintenance requests will be reviewed Monday through Friday during regular business hours, except for holidays.

### **Property Related Emergency Requests**

If you have an after-hours emergency, please call (831) 970-9540. However, please call the emergency hotline for property management EMERGENCIES ONLY.

A property management emergency is usually one that involves, fire, broken glass, running water, or something that is causing a present danger or further damage to the property if not addressed immediately.

If your concern can be dealt with on the next business day, please use login online to submit your maintenance request.

### **Other Numbers to Call:**

**Fire: 911**

**Break in: 911**

**Gas or Electrical: PG&E 1-800-743-5000**

### **Tenants are responsible for the following regular maintenance:**

- Keeping the property clean and sanitary inside and out, and in good order and condition and shall not mar or deface the walls, woodwork, or any part of the Premises.
- Keeping the carport and garages and area around the front door, back door and patio swept and clean at all times and cleared of clutter. It is a safety issue that at no time may anything be stored within three (3) feet of water heaters or furnaces. No gasoline, paint or other flammable material may be stored on the premises without owner's permission.
- Testing of smoke and carbon monoxide detectors.
- Property disposal of toxic wastes such as oil, antifreeze, batteries, paint and solvents
- Pick up pet droppings daily, whether your pet or another's
- Keep all food cleaned up at all times. Oven and hood vents should be cleaned regularly
- Prevent mildew and mold from accumulating by proper ventilation. Use of shower curtain or doors to prevent water from getting on floor. Wipe up water if needed
- Keep windows closed when raining to prevent jamb damage
- Replacing any broken or cracked glass, no matter what the circumstances of breakage, unless police report is provided to Landlord/Agent detailing circumstances of breakage.
- Maintaining minor and simple repairs such as replacing light bulbs, furnace filters, smoke detector batteries and carbon monoxide detector batteries.
- Carpet cleaning when it becomes soiled during tenancy, but recommended at least once per year.
- Maintaining normal insect control. Signs of bedbugs must be reported within 72 hours (tenant is to have the property treated by a pest control company and provide a receipt for services).
- Be responsible for dryer vent cleaning during tenancy and at vacancy

### **Common repair problems and solutions:**

- **Locked out of house:** During regular work hours, you may be able to get a key at the office. Otherwise call a locksmith.
- **Oven does not work:** Check the time bake or self-cleaning functions. Reset the breaker.
- **Heater does not work:** Call PG&E, they will light the pilot or diagnose the problem at no charge
- **Heater blows cold air or not much heat:** Is the filter clean? Is the pilot lit?
- **No hot water:** Has it been used? Check the water heater setting. Is the pilot lit?
- **Refrigerator leaking:** Check for plugged drainage tube.
- **Dishwasher will not drain:** Clean food out of the bottom of the dishwasher
- **Air conditioner does not work:** Verify one is provided. Check the circuit breaker.
- **Garbage disposal does not work:** Use the reset button under the unit.
- **Electrical does not work in a portion of the house:** Reset GFI plug and check circuit breakers.
- **Circuit breakers keep going off:** Too many appliances on the same circuit.

**NOTE: If property is not habitable,** Non-habitable means no water, no power or no heat (if no space heaters are provided and the property does not have a secondary heat source such as a gas fireplace) if the low temperature for the date was below 50 degrees. No other compensation will be offered.