

Maintenance Troubleshooting Steps

INDEX

- Smoke Alarms and Carbon Monoxide Detectors
- Garbage Disposals
- Slow/Clogged Drains
- Clogged Toilets
- A/C and Heat
- Power Outlets / Power Outages
- Garage Remotes/Doors
- Sprinkler Timers/Thermostat Programming
- Pest Control
- Dryer Duct Cleaning

Smoke Alarms and Carbon Monoxide Detectors:

- **If your smoke alarm or carbon monoxide detector is going off, please go outside and call 911 immediately!**
- If your smoke alarm or carbon monoxide detector is beeping and needs a new battery, please replace the battery; this is a tenant responsibility

Garbage Disposals:

- A clogged garbage disposal is most often charged to the tenant. Should it be necessary to dispatch a technician to assist, it may very likely be at the tenant's expense. Please watch the following video: <https://bit.ly/2rhucLz>
- If these steps do not work, please proceed with a maintenance request.
- Note: Do not use liquid drain cleaner in the kitchen sink, especially in a garbage disposal.

TIPS: How to Avoid Clogs and Slow Draining Situations:

- Do not grind up potato peelings and do not put coffee grounds or eggshells into your disposal. They will stick to any sludge in the pipe and quickly create a clog.
- Maintain your disposal by regularly grinding up pieces of lemon peel and ice cubes.
- Avoid odors by also treating your disposal every month with a combination of a couple of handfuls of baking soda and a half cup of vinegar. With the unit turned off, apply the mixture and allow it to finish foaming, then rinse it down the drain with running water.

Slow/Clogged Drains:

- A clogged drain is most often charged to the tenant.
- Remove hair and/or debris from the drain. You can use a very inexpensive drain stick from a home improvement store to easily remove hair clogs.
- Try using a plunger.
- If neither of these options work, try using a liquid drain cleaner such as Drano.
- Note: Do not use liquid drain cleaner in the kitchen sink, especially in a garbage disposal.
- If these steps do not resolve the issue, please proceed with a maintenance request.

Clogged Toilets

- A clogged toilet is most often charged to the tenant.
- Use a plunger to clear the clog.
- Try to use a snake to remove the clog.
- If you neither of these options works, please proceed with a maintenance request.

A/C or Heat Not Working:

- Check the air filter and replace if dirty.
- Make sure the air filter is clean and properly installed.
- Maintaining a clean air filter is tenant responsibility, please change every 2-3 months.
- If replacing the filter does not work, please proceed with a maintenance request.

Power Outlets and Power Outages:

Outlets:

- Test the light switches to see if they turn the outlet on/off.
- Locate the GFCI outlets (outlets with the test and reset buttons) and press the reset button on all GFCI outlets. Look for GFCIs in bathrooms, kitchens, basements, garages and on the home's exterior. Test and reset every GFCI you can find.
- If the reset button does not work, please proceed with a maintenance request.

Power Outages:

- Make sure the power is not out in the area; check with your local power provider (refer to the HomeRiver Website to find local utility information)
- Check the breakers.
- If the power is not out in the area and checking the breakers does not work, please proceed with a maintenance request.

Garage Remotes/Doors:

- The most common cause of garage door remote control failure is weak or dead batteries. The following video demonstrates how to change the battery: <https://bit.ly/2HL0ljs>
- If replacing the batteries does not work, or you have other issues, please proceed with a maintenance request.

Sprinkler Timer and/or Thermostat Programming:

- Refer to the owner's manual or use Google to determine how to program the sprinkler timer and/or program the thermostat.
- If you cannot program the timer/thermostat, please proceed with a maintenance request.

Pest Control:

- Try products you can purchase and use to remove the pests (insects, rodents, etc.).
- Tips on how to: <http://www.doityourselfpestcontrol.com>
- If you have tried to resolve the pest issue yourself and cannot, please proceed with a maintenance request.

Dryer Duct Cleaning:

- The tenant is responsible for maintaining a clean dryer, as well as the duct through to the outside of the home. The exception is for ducts that vent to the roof. Do not go onto the roof.
- Tips on how to: <http://www.wikihow.com/Clean-a-Clothes-Dryer-Vent>