

Maintenance Troubleshooting Steps

Garbage Disposals:

- Please watch this video: <https://www.youtube.com/watch?v=FL5GlsTzS-I> and try these steps; (this works 99% of the time.)
- 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:*
 - *Avoid the Following: 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.*
 - *Do the Following: 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. Let that set in the disposal hopper with the unit turned off. After it's done foaming, rinse it down the drain with running water*

Slow/Clogged Drains:

- *Do not: Use Drano (or any drain cleaning chemicals);*
- *Do not: detach plumbing; use snakes; metal objects such as coat hangers to clean out drains*
- Sink Clogs: Remove hair and/or debris from the drain.
- Bath tub drain clogs: Use a plastic drain stick from a home improvement store to easily remove hair clogs. Try using a plunger.
- If these steps do not resolve the issue, schedule a maintenance request.

Clogged Toilets

- *Do not: detach plumbing; use snakes; metal objects such as coat hangers to clean out drains*
- Use a plunger to clear the clog.
- If you have tried to clear the clog with a plunger and are still having issues, schedule 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.
- If replacing the filter does not work, schedule a maintenance request.
- *Maintaining a clean air filter is tenant responsibility, please change every 2-3 months.*

Power Outlets and Power Outages:

- **Outlets:**
 - Test the light switches to see if that turns on/off the outlet.
 - Locate the GFCI outlets (outlets with the test and reset buttons) and press the reset button on all GFCI outlets.
 - *Tip: 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 doesn't work, schedule a maintenance request.

- **Power Outages/Natural Gas:**
 - Make sure the power is not out in the area (check with PG&E) www.pge.com.
 - PG&E: 24-hour Power Outage Line: 800-PGE-5002, **OR**
 - 24-hour Customer Service Line: 800-PGE-5000
 - Silicon Valley Power - 408-615-5640
 - Check the circuit breakers.
 - If the power is not out in the area and checking the breakers doesn't work, schedule a maintenance request.
 - **If you smell natural gas, see downed powerlines, or suspect another emergency situation, leave the area immediately and then call 9-1-1 or PG&E at 1-800-743-5000.**

Garage Remotes/Doors:

- The most common cause of garage door remote control failure is weak or dead batteries. Here is a video on how to change the battery: https://www.youtube.com/watch?v=_8JAnDic9T0
- If replacing the batteries doesn't work or you have other issues please open a maintenance request.

Smoke Alarms and CO2 detectors:

- **If your smoke alarm or CO2 detector is going off, please go outside and call 911 immediately!**
- If your smoke alarm or CO2 detector is beeping and needs a new battery, please replace the battery, this is tenant responsibility

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 cannot program the timer/thermostat, schedule 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 schedule maintenance request.

Dryer Duct Cleaning:

- It is the Tenant's responsibility to maintain a clean dryer (clean the removable lint trap)
- If the duct is clogged through to the outside of the home, please open a maintenance request.
- *** Do not go onto the roof.**