

## Tenant Guide to Maintenance

### **Before Requesting Maintenance**

**Some small repairs are your responsibility:**

- Changing light bulbs, batteries, air filters. Unclogging small drain blockages, stopping minor leaks, and troubleshooting appliance issues. (*check your lease for details*)
- Need help? Refer to the **DIY Maintenance Guide**

#### **Locked Out?**


- **Business Hours:** Call Edge to speak with your property manager for assistance.
- **After Hours:** Call a locksmith (you cover the cost).
  - If locks are changed, inform Edge the next business day.

**Power Outage?** Check your provider's website:

- [PGE](#)
- [Pacific Power](#)
- [Clark Public Utilities](#)

## Reporting Maintenance Issues

### **Non-Emergency Maintenance (Handled During Business Hours)**

- **Submit Requests Online:** Log into your **Tenant Portal** and submit a maintenance request with details and photos.
  -  [Submit a Maintenance Request](#)
- **Status Updates:** Please check your tenant portal to track the status of your maintenance request, you may also call to check progress.
- **Examples:**
  - Small leak? Place a bucket under it & submit a request.
  - Broken appliances? Stop using them & submit a request.
  - Heating/A/C issues? If the temperature is bearable, submit a request.
  - Clogged drains or toilets? If another is available, submit a request. Otherwise, call Edge.
  - Missing mail or trash key? Call Edge during business hours
- **Fees & Charges:**
  - **Missed Appointments:** If you request to be present during a scheduled maintenance visit but aren't available to provide access, a **\$120 trip charge** may apply
  - **Tenant-Caused Damage:** Damage beyond normal wear and tear may result in a **\$120** minimum service charge, **plus** the cost of materials & any necessary repairs

### **Emergency Maintenance (Handled Anytime)**

For urgent issues that pose safety risks or could cause damage, call the **Edge Emergency Maintenance Line (503-841-5923)**.

- **Examples**
  - Burst pipes or Water won't stop running? Turn off the water & call Edge.
  - Gas leak? Leave immediately, call NW Natural (800-882-3377), then call Edge.
  - Fire? Call 911 first, then notify Edge.
  - Roof leak? Place a bucket under it & call Edge.

- Broken Building/Lobby/Gate Entry? Call Edge.
- Broken Apartment Door (Not due to locking yourself out)? Call Edge

### ✓ **Important Reminder**

All **non-emergency** requests **must** be submitted via your **Tenant Portal**. Requests sent via text or email may not be reviewed.

Thank you for helping keep your home in great shape! -Edge Asset Management

## 🔧 **DIY Maintenance Guide**

1. **Unclogging Drains**
  - Use a plunger.
  - Pour baking soda & vinegar, wait an hour, then flush with hot water.
  - Avoid clogs: Keep grease, hair, and debris out.
  - [How to Unclog a Drain](#)
2. **Changing Light Bulbs**
  - Use the correct wattage. (Bring old bulbs to the hardware store, so staff can determine the replacement bulbs needed)
  - If a new bulb doesn't work, report it.
3. **Testing Smoke Detectors**
  - Press test button monthly. If weak or silent, replace batteries immediately.
  - Change batteries yearly.
4. **Managing HVAC Filters**
  - Replace/clean every 3 months (or more often for pets/allergies).
  - [How to Replace HVAC Filters](#)
5. **Preventing Pest Infestations**
  - Keep food stored properly, take out trash regularly.
  - Report signs of pests early.
6. **Dealing with Leaks**
  - Report leaking faucets, pipes, or toilets ASAP.
  - Use a bucket or towel to minimize damage. If possible, shut off water.
  - [How to Shut Off Water in an Apartment](#)
7. **Understanding Your Breaker Box**
  - Know its location.
  - If power is out in one area, check for a tripped breaker.
  - [How to Reset GFCI Outlets & the Breaker](#)
8. **Proper Garbage Disposal Use**
  - Avoid putting bones, fibrous foods, and starches in the disposal.
  - Run cold water while using it.
  - If clogged, press the reset button under the sink.
  - [Unjamming a Garbage Disposal](#)

By handling these simple tasks, you can prevent major issues and keep your home in great condition!