



HOW DO I GO ABOUT PUTTING IN A MAINTENANCE OR REPAIR REQUEST?

Repair and maintenance requests must be submitting online through [Property Meld](#). For a step by step walk through on how to input a Property Meld request please visit youtube.com/watch?v=YOeJvPhCou4 or visit our YouTube channel @TheMcKennaTeam.

WE DO NOT HAVE A LANDSCAPER, AM I RESPONSIBLE FOR THE LANDSCAPING UPKEEP?

Residents shall maintain the landscaping and/or shrubs, trees. Drip system, and sprinkler system in a good condition whether Landscaping is included in the rent or not.

WHY IS OUR HOME MISSING WINDOW SCREENS?

McKenna Property Management does not warrant window screens and is not responsible for window screens. Residents may install or replace screens at their own expense. Solar screens require a written approval from the Landlord.

WHAT DO YOU DO WITH THE MOVE IN INSPECTION FORM? (NOT A REPAIR LIST)

The Move in Condition Report is a tool for the resident to document the condition the property is in when the lease was signed, it is not a repair list. If any of the items on the list need to be addressed, McKenna will coordinate service. Please note all Move in Condition Report must be dropped off to our office within 30 days from signing your lease, or you will be accepting the property "As-Is". After the form is processed, it will be uploaded to your resident portal.

CAN I HIRE MY OWN VENDOR AND TAKE THE COST OF THE REPAIR OFF OF MY RENT?

All "owner responsibility" repairs must be authorized by McKenna Property Management. You may hire your own vendor for "resident responsibility" repairs.



EMERGENCIES

McKenna is available after hours and on weekends for **EMERGENCIES ONLY**, by calling the office line and following the operator's instructions. If you need to report a non-emergency repair after hours or over the weekend, please submit an online work order or call the office during normal business hours. Any non-emergency calls will not be addressed. Your emergency will be prioritized, and we will do our best to rectify the emergency as soon as possible. We hire private contractors at McKenna, therefore we must work with their availability. We will not reimburse any unauthorized emergency services or hotel fares.

GAS LEAK

- Call the gas company first.

AIR CONDITIONING OR FORCED AIR HEATING SYSTEM

- Check the fuse box or wall furnace switch (similar to a light switch).
- Check your thermostat batteries.
- Check and replace your dirty filters using your Second Nature Filter Program.
- Check the compressor outside of your building. Is there ice built up on the unit? If so, shut it off immediately. Turn off the unit until defrosted.

POWER OUTAGES

- Power outages occur very rarely and are often isolated to your neighborhood. Contact the power company first.
- Check your fuse box and the main GFI and try resetting it.
- If you cannot get the power back on, contact McKenna Property Management.

FIRE OR BREAK IN

- Call the fire department or Police right away.

Keep in mind, under the Nevada Statue we have 48 hours to send out a vendor to diagnose the inhabitable emergency

APPLIANCES NOT WORKING?



According to the Lease Agreement, resident assumes responsibility for the care and maintenance of all appliances on the premises. Below are a few common occurrences and some troubleshooting suggestions.

Dishwasher will not turn on or drain?

- Is the door properly closed and locked? Have you been thoroughly washing and rinsing off your dishes before loading the dishwasher?

My dishes do not get cleaned in the dishwasher.

- Do you have any blockage? Check both spray arms for food particles and debris.
- Are you overloading the dishwasher? Try less dishes or putting large items (such as pots and pans) on the bottom rack. You may be impeding water from reaching all of your items.
- Is there a dust white residue on your dishes? Unfortunately, Nevada's hard water is to blame. We recommend using a cup of vinegar or Lemi Shine at the bottom of your dishwasher.

Stove eye (burner) is not working?

- Is the eye and the surrounding areas clean with no grease build up, disrupting the connection?
- Have you checked the breaker for the stove and/or reset it?

Refrigerator is not cooling/freezing?

- Have you checked the thermostat to see what it is reading? You may increase the coldness one increase at a time. If it is set on 3, move it up to 4.
- If the refrigerator is not cooling properly then place your food in a cooler with ice until a vendor is able to look inspect it and determine the problem. We will not reimburse food loss.

Dryer not heating up?

- Have you been routinely cleaning the lint trap? A clogged lint vent causes the coils to burn up.

Washing machine off balances or making loud squeaking noises?

- Have you been overloading the washing machine? Do not wash duvets, down comforters, pillows, shoes or rugs. Your washing machine is not equipped to handle large/heavy items or quantities.

UNNECESSARY SERVICE CALLS



- An unnecessary service call is a service fee from a vendor that would have normally been a resident obligation.
- Nevada contractors charge a “trip charge” or “service charge” to go out to your property or provide an estimate
- To prevent unnecessary maintenance and/or service calls, for which you will be charged for, we recommend reviewing all of our helpful tips and suggestions we have provided.

What qualifies as an unnecessary service call?

- If a vendor comes out to the property and can’t duplicate the problem, you reported or cannot find a problem.
- If the problem is resident responsibility according to your lease agreement (View Resident responsibility page for a detailed breakdown).
- A missed or “no show” service appointment.

How much is a service call?

- A typical service call is \$50-\$80.
- If you are tagged for an unnecessary service call, the charge will be due with your next month’s rent. Rent will not be accepted or processed without the additional charge



AIRFLOW ISNT CONSISTENT IN EVERY ROOM OF THE HOUSE

First check register dampers on vents in the rooms to make sure they are set to an open position and make sure your filter is nice and clean!



Most rooms do not have a return-air grille; instead, there's often just a single return-air grille in the living room or a central hallway to serve the whole house. That means that all of the air needed by the home's forced air system has to be pulled through that single grille before it can be heated by the furnace or cooled by the air conditioning system. When the A/C is operating, it pushes conditioned air into each bedroom. If the bedroom doors are closed, there's no easy way for the air to get back to the return air grille in the hallway. As a result, each bedroom becomes warmer than the rest of the house. Leave all interior doors open for proper air flow.

Keep In Mind

- Your thermostat only reads the temperature in the same area. The further away from the thermostat the temperature will vary.
- Heat rises! Your upstairs will be naturally warmer.
- The duct work was installed when the house / condo was built.
- Having the ducts cleaned will not improve air flow. Duct cleaning is not a service the owner is responsible for. If you feel a duct cleaning is necessary, you are welcome to do so at your own expense.
- On extremely hot and humid days it is not unusual for the temperature to have a 10 – 15 degree difference. Recommended temperature is 68 degrees to 78 degrees. Anything below 68 degrees will freeze the unit in which you can be held liable.



PLUMBING STOPPAGES



All minor plumbing stoppages are the resident's responsibility: Including clogged garbage disposals, toilets, sink drains, and tub drains. Creating a work order for a minor issue will be the resident's responsibility to pay.

Clogged toilet

- Have you used excessive (too much) toilet paper?
- Have you tried plunging into the toilet?
- Have any foreign objects been flushed down the toilet? (Toothbrushes, toys, baby wipes, etc.)
- Has any type of grease (food) or oil been flushed down the toilet?
- Are feminine products being disposed of correctly? (Always thrown away, never flushed)
- Are you holding the handle down long enough? Note: If you have a toilet that continuously runs or is overflowing, immediately turn the water off at the cut-off valve. This is located directly behind the base of the toilet.

Bathroom drains are clogged

- Is there hair clogging the drain?
- Have any foreign objects been put down the drain?
- Has any type of grease (food) or oil been put down the drain?

Note: Drano and liquid drain cleaners will not remove hair or plastic caps.

Kitchen sink and garbage disposal is clogged

- Has any grease or fibrous food gone down the drain?
- Have you tried resetting your garbage disposal?

Note: Running hot water behind grease and oil will not prevent grease blockages. Eventually, the grease will hit cold water and become solid again- causing a clog.



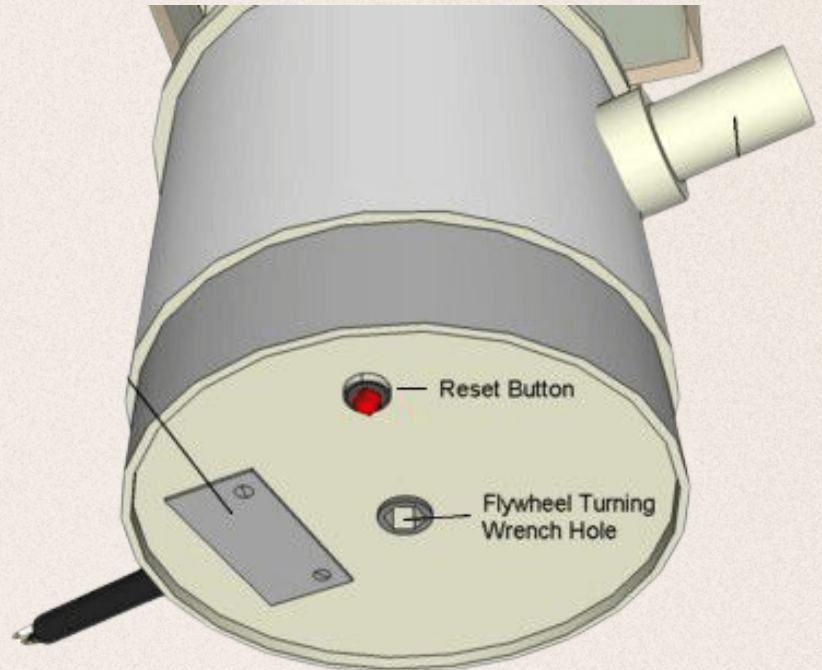
GARBAGE DISPOSAL NOT WORKING



If your disposal only hums and doesn't seem to grind and drain food, then chances are you've jammed it. Eventually, your drain will clog and lead to an even greater expense and inconvenience.

Here are simple instructions for freeing and resetting your disposal:

- Make sure the power is turned off
- Located on the bottom of most disposals is a reset button. You can access the bottom of the garbage disposal underneath your sink. If the disposal were to overheat (etc.) this button will pump out. If it's tripped, the little button will be sticking down, you should feel it protruding. Simply press up, you should hear a loud click. If the reset button does not reset, then, turn your disposal on and test the disposal



Some DO's and DON'Ts

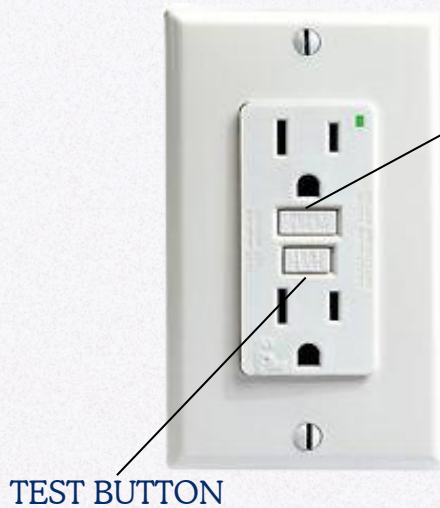
DO

- Keep it clean. You may want to use a little dish soap and let it run for a bit with the water running after doing dishes.
- Use it regularly. You'll prevent rust and corrosion and prevent stuff from accumulating and stopping the blades.

DON'T

- Put grease, oil, or fat in the drain. Your disposal won't grind them, and you will clog the drain.
- Turn off the disposal or water until the grinding is finished. Let the water run about 15 seconds after you've turned off the disposal to allow the drains to flush.
- NEVER put popcorn kernels down the garbage disposal.

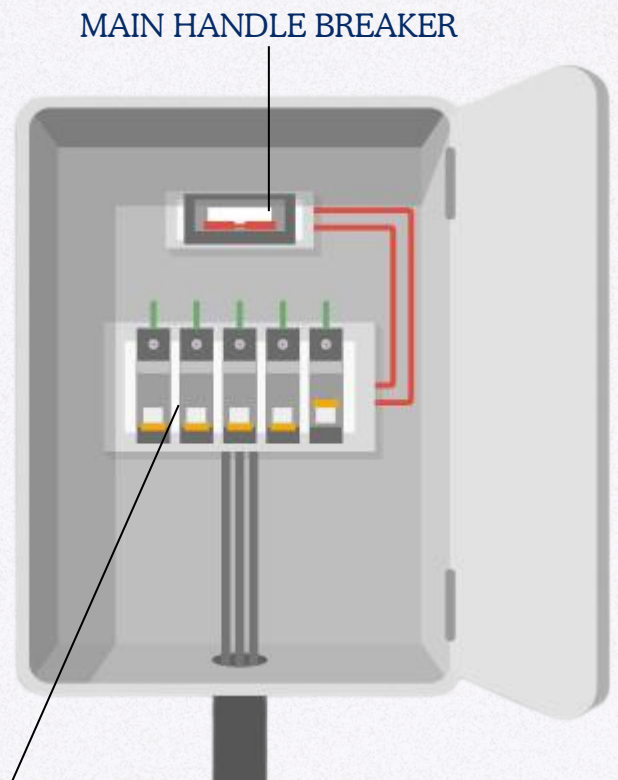
LIGHTS OR OUTLETS NOT WORKING



RESET BUTTON

Typically, when a room or area has outlets that are not getting power, the GFCI needs to be reset. The GFCI may be located on various outlets throughout the house especially near sinks or in the garage. If a light fixture is plugged in, make sure the bulb is in working order. If everything is ok and it still does not work, unplug your lamp, and plug it in elsewhere. If it still does not work, then you may have a short in your lamps wiring. Turn off any appliances plugged into the GFCI. This ensures no appliance damage when re-engaging the circuit. Locate the button next to the “Test” button that says “Reset” on it press it. Turn the appliances back on to ensure the outlet works.

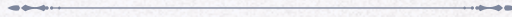
- Go to the electrical service panel, which is usually located in the garage, closet or in the room with your furnace and hot water heater.
- Identify the tripped circuit breaker. The tripped breaker will not be fully in the “On” position but rather in the “Off” position or somewhere in between. To make visual identification easier, some breakers show red by the handle when tripped.
- To reset the breaker, just push the lever all the way to the “Off” position and then back fully to the “On” position. You will hear it click as it snaps into the “On” position.



MAIN HANDLE BREAKER

BRANCH CIRCUIT BREAKERS

PREVENTIVE CARE GUIDE



In the Kitchen

Dishwashers:

- Filter: Pull out the dishwasher filter every few months and give it a warm water rinse to keep your dishes clean!
 - Prevents: Buildup (food particles and grease can clog the filter) & Reduces strain on the pump and spray arms.
- Racks: The top rack is meant for small & delicate items only! Place all your bulky items (like pots and pans) on the bottom rack.
 - Prevents: Chipping/Breaking of your dishes, and protects the dishwasher spray arms.

Microwaves:

- Vent: This is usually located on the bottom of your microwave, facing your stove, and can collect grease and dust. Take the time once every 3 months to give them a clean with warm, soapy water.
 - Prevents Grease build up, odors, and reduces fire risk.

Refrigerator:

- Filter: Replace the filter every 6 months to keep your water and ice fresh.
 - Prevents: Contaminated water/ice, bad taste/odor, clogs and low water flow, appliance strain.

In the Laundry Room

Washing Machine:

- Filter: Locate your washing machine's water filter (usually at the front bottom of the machine). Remove it, run it under warm water, and remove any debris.
 - Prevents: Clogs, Poor Drainage, Bad odors, Strain on the pump or motor.
- Loading: Never overload your washer.
 - Prevents: Worn or broken drum bearings, suspension damage, pump & motor strain.

** Have a front loading machine? Leave the door open after each cycle to allow the drum to dry. This prevents mildew and mold buildup inside the machine.

Dryer:

- Clean the lint filter in between every load.
 - Prevents: Fire, extra energy use, clogs.

HVAC

- Filters: Change every 60 days. A clean filter improves air quality and helps your A/C run efficiently!
 - Prevents: Higher energy bills, system strain, poor air quality, uneven heating and cooling.



A little regular care goes a long way in keeping your appliances running smoothly. If an appliance breaks because it hasn't been maintained, it's considered resident neglect and would be the resident's responsibility to repair. We're here to help with simple tips to make upkeep easy, and if you ever notice anything unusual, just reach out - we're happy to assist! (702)434-HOME

PRODUCTS WE KNOW WORK



Cascade Platinum action packs are overall better for the dishwasher. Liquid or powder detergents stick to the dishes and dishwasher, causing build up.

Lemi Shine breaks down hard water build up in the dishwasher and prevents white residue from forming on your dishes.
*Vinegar is also a natural alternative that helps clean your dishwasher.



Drain Care is a great product to break down bacteria in the garbage disposal or kitchen sink drain.



Disposal balls and lemons can freshen up the garbage disposal. Be sure to thoroughly grind up the lemons afterwards!



Zip-It is an easy way to get out any hair that has accumulated in the sink drain or bathtub drain.

