



Maintenance Tips & Troubleshooting Guide

At Stone Property Management, we strive to respond to maintenance requests promptly and efficiently. Before submitting a work order, please review the information below. Many common issues can be resolved quickly and safely without a service visit.

Please note: If a maintenance technician is dispatched and the issue is determined to be tenant-caused damage, neglect, unpaid utilities, or a lease-resident responsibility, a **minimum \$75 service fee** will be charged to the tenant.

⚠ Safety First

Do not attempt repairs beyond the basic checks listed below. Do not disassemble equipment, perform electrical work, or repeatedly reset breakers. If you notice burning smells, sparks, active leaks, or other unsafe conditions, submit a work order immediately.

WINDOWS & DOORS

Window will not lock:

- Ensure the upper sash (top portion) is pushed completely upward.
- Ensure the lower sash is fully down so the locking mechanisms align properly.

Door not latching:

- Confirm the door is fully closed and not obstructed.

PLUMBING

Toilet clogged:

- Use a standard plunger with steady pressure.
- If water is rising, stop plunging and do not continue flushing.

Slow drain:

- Remove visible debris from the stopper if accessible.
 - Do not use chemical drain cleaners.
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GARBAGE DISPOSAL

Disposal not turning on:

- Press the red reset button located on the bottom of the unit.
 - Ensure the wall switch is turned on.
 - If the unit hums but does not spin, stop and submit a work order.
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HEATING & AIR CONDITIONING

Heat blowing cool air:

- Confirm your gas account is active and not locked out for non-payment.
- Verify thermostat is set to “Heat” and above room temperature.
- Replace thermostat batteries if applicable.

AC not cooling:

- Verify thermostat is set to “Cool.”
 - Replace thermostat batteries if needed.
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ELECTRICAL

Outlet not working:

- Press the “Reset” button on nearby GFCI outlets (commonly located in kitchens, bathrooms, garages, and exterior areas).

⚠ Do not repeatedly flip breakers. If a breaker trips more than once, submit a work order.

Light fixture not working:

- Replace the light bulb before submitting a request.
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If the issue cannot be safely resolved using these steps, please submit a detailed work order through your tenant portal.

We appreciate your cooperation in helping us maintain your home efficiently and safely.