

Triangle Specialist

Maintenance Request Guidelines & Troubleshooting Tips

Please reference these guidelines before submitting a maintenance request on your tenant portal to determine whether the issues you are experiencing are emergent, non-emergent, or can be remedied with simple troubleshooting. The types of issues that should be reported fall into three categories:

- ☐ Imminent safety concerns: failing smoke/CO detectors, electrical problems, broken or unsafe railings and stairs.
- ☐ Issues potentially damaging to the home: water leaks, electrical failures, HVAC issues, and structural cracks.
- ☐ Items affecting livability of the home: broken appliances, leaking faucets, inoperable light fixtures, and failing garage door openers.

Emergency maintenance issues are those that require immediate attention for the safety of the residents and property, and these issues are given urgent priority when reported. Examples are:

- Appliance or electrical issues that are sparking, smoking or may cause a fire.
- Water intrusion or leaks that cannot be stopped or contained (as outlined below).
- HVAC failures in extreme heat or cold (as outlined below).

Non-emergency maintenance issues are other items not included in the categories above. These non-emergency requests will be scheduled and resolved as promptly as possible. Though most issues can be addressed within a week, we ask for your patience during periods of high activity. Some requests may also require homeowner approval and potentially the involvement of home warranty organizations, possibly impacting wait times.

You will be asked to troubleshoot issues and are expected to follow instructions from the management company to assist with minimizing unnecessary service calls or what may be simple solutions.

Please note that lockouts and parcel pickup (e.g. Fedex or Amazon packages) are the sole responsibility of the tenant and cannot be submitted as maintenance requests. If a tenant is locked out of their property, the tenant should call a locksmith at his or her own expense.

Water leaks: Emergency water leaks are those that cannot be stopped AND cannot be reasonably contained. If the leak is related to a device with a shut-off valve, please close the valve immediately. If the valve does not stop the leak, please attempt to contain the leak using a container. If a leak cannot be contained, the water main shut-off should be used as a last resort. Any plumbing leak requiring a water main shutoff or pervasive roof leaks are considered an emergency and will be given immediate attention. All other leaks will be considered non-emergency maintenance requests. Tenants should not use dissolvable toilet cleaners that change the water color because unexpected leaks can leave permanent staining to flooring, moldings, and drywall. Costs incurred as a result of remediating such stains will be the responsibility of the tenant.

Electrical issues: Many electrical issues are non-emergency and can be easily resolved. For inoperable light fixtures, first attempt to change the bulb. If that does not remedy the issue, please check the panel for tripped breakers. For inoperable outlets, please check to confirm that a GFCI on the circuit has not tripped by pressing the 'Test' and 'Reset' button on the outlet, followed by validating at the panel that no breakers have tripped.

Please immediately report any of the following emergency electrical issues and discontinue use until servicing:

1. Lights flicker or hesitate when the switch is turned on or off. *This does not apply to CFL bulbs that may require a 'warm-up' period to reach full brightness.
2. Switch or outlet works intermittently.
3. Sparks are noticed at any time from a switch, outlet, or fixture GFCI outlet or breaker will not properly reset.
4. Switch or outlet is separated or loose from the wall.
5. Smoky or burning odor is noticed.

Other electrical issues will be considered non-emergency and will be managed under standard timelines.

HVAC Issues: It is common to experience fluctuations in home temperatures during summer and winter. The acceptable tolerance of an HVAC unit is ± 10 degrees of the thermostat setting. It is also common for systems to emit mild odors when the system switches from AC to heat at the start of winter, but the odor should not persist more than one day. Monthly replacement of air filters is the responsibility of the tenant, and tenants will be liable for HVAC system damage if failure to replace air filters is determined to be a contributing factor. Please date the filters prior to installation to help monitor replacement timelines. A request should be submitted under the following conditions:

1. System will not switch on, or switches on/off intermittently.
2. Air is blowing, but is not appropriately hot/cold depending on the setting.
3. System will not maintain temperature within accepted tolerance of thermostat setting.
4. Unusual odor persists beyond the first day of switching between seasonal settings.
5. Gas odor is emitted at ANY time.

*Please attempt to turn your heat/cool system on *before* the start of the extreme heat/cool season! Doing so will help us address any potential issues before the extreme temperatures are upon us.

*If you suspect an issue with your air conditioning system or furnace, please make sure the breaker has not tripped. If the breaker trips multiple times/easily, please report this to your property manager.

Appliance issues: Most appliance problems can be easily resolved. Please use the following troubleshooting guide before submitting a maintenance request:

Garbage disposal

- Attempt to reset using small RED button on the bottom of the disposal unit.
- Confirm there are no tripped GFCI outlets in surrounding area (kitchen AND nearby rooms).
- Confirm that the related breaker has not tripped.
- Confirm unit not jammed using a jam buster wrench. *Please note* that the unjamming of a garbage disposal is a resident responsibility... we are not permitted to dispatch a repairman for this but we can refer you to one if needed!

Microwave

- Confirm that unit is firmly plugged in.
- Confirm there are no tripped GFCI outlets.
- Confirm that the related breaker has not tripped.

Refrigerator/Freezer

- Confirm that unit is firmly plugged in.
- Confirm that temperature settings are appropriately set.
- Confirm there are no tripped GFCI outlets.
- Confirm that the related breaker has not tripped.
- Confirm that items are stored in such a way that doors seal completely when closed.

*Note that if you have a ton of items in your freezer, this can cause the air to not be able to circulate properly and ice will build up around the fan, preventing the fan from cooling the fridge and freezer. A common way to fix this issue is to unplug your fridge for a short time to allow it to thaw, and then plug back in.

Ice maker

- Confirm that water valve is open (behind refrigerator).
- Confirm that bar lever or switch is in the 'on' position.
- Confirm that the ice maker has not been disabled on the electronic panel (if applicable).

Washing machine/Clothes dryer

- Confirm that water valves are open.
- Confirm that unit is firmly plugged in.
- Confirm there are no tripped GFCI outlets Confirm that the related breaker has not tripped.

Dishwasher

- Confirm whether or not a wall switch is assigned to the device (this is the problem 99% of the time when your dishwasher does not have power. Check all wall switches and check underneath the kitchen sink if nearby!)
- Confirm there are no tripped GFCI outlets Confirm that the related breaker has not tripped.
- If your dishwasher is not draining, make sure your garbage disposal is not clogged. If your disposal is clogged, your dishwasher will not drain. They usually drain using the same line.

Using the criteria described above, tenants provided with online portal access **should submit maintenance requests using the online tenant portal or via email**. This will ensure proper routing of the request for homeowner approval and technician assignment. In emergency situations, the request can be followed up with a call, text or email to your assigned representative to assist with expediting the request. However, please do not bypass the online tenant portal. **Do not submit non-emergency requests via email, text or voicemail if you were given online tenant portal access.**

Finally, prior to the technician's arrival, please clear the service area, particularly enclosed areas such as cabinets below sinks. Please also maintain a clear passage of access to the electrical panel and main water shutoff at all times.

Important notes ~

*It is important to remember that if you schedule an appointment with a service provider and you miss the appointment, the trip charge will be passed along to you (if the vendor charges a trip fee). Please make sure to mark your calendars for any maintenance visits. You must be home! We do not provide keys to the maintenance crew!

*If you submit a maintenance request for a tenant responsibility as listed on the Maintenance Addendum (example: interior pest control, changing a lightbulb, changing an air filter or battery, changing a flapper in a toilet, etc.), we are not permitted to dispatch a vendor. Please reference the Maintenance Addendum in your Rental Contract if you have questions about what exactly tenant responsibility items include.

*Lastly, if you ever have specific questions about a troubleshooting tip or help troubleshooting an issue, your property manager is your best resource for this! We can also provide recommendations for lawn care providers, handymen, etc., etc.!

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