

Maintenance Troubleshooting Tips

In case of an emergency, dial 911

If the situation involves a serious water leak, locate the main water valve in your rental property/unit and turn it to the off/closed position. We encourage you to review the tips below before submitting a maintenance request. Also, You Tube has a large selection of how to videos that may assist in resolving your minor maintenance issue.

Dishwasher won't turn on

- Check the breaker in the electrical panel.
- Check to ensure that the lock is engaged.
- Check timer setting to ensure it is aligned properly.

Garbage disposal not operating

- Is the garbage disposal making a humming sound? No, then run your hand along the bottom of the unit for a small red square button. Once you find the button, press it to reset the disposal.
- If the garbage disposal humming and not turning? Look for a disposal wrench (1/4in hex key or Allen wrench), insert it into the socket on the bottom of the unit and use it to turn the bottom of the disposal. Then press the reset button on the bottom of the disposal.

Toilet Runs Constantly

- Check for kink or disconnect of lift chain from the handle lever which is preventing the flap to seat properly.
- If unable to stop toilet run – turn off water using the knob behind the toilet, this will prevent high water bills. Then be sure to submit a maintenance request through tenant portal so maintenance can assess the problem.

Water puddling around toilet

- Submit maintenance request through the tenant portal.
- Turn water off at valve on wall behind toilet.

Sink/Toilet Clogs

- Use appropriate liquid drain cleaner from any hardware or home store.
- Use ball or flange plunger.
- Make sure hair and grease are not disposed in the toilet or sink.
- Clogged drains are tenant responsibility.

Smoke detector beeping

- Change battery. Do Not Remove Detector. It is required by law.

AC not cooling

- If the air filter has not been changed in 30 days, change it. Remember, per your lease, the filter must be changed monthly.
- Try resetting circuit breaker.
- If the digital thermostat is not working check/change the battery.
- If you notice ice on the coils of the unit, **turn off** system and submit maintenance request.
- Per manufacturer instructions on almost all brands and systems, units are only made to cool 20 degrees below what the temperature is outside. For example, if temperature outside is 100 degrees, unit will only cool to around 80 degrees. Please make sure that temperature is on correct setting and set no lower than 72 degrees.

Power outages

- Locate the GFCI outlets (outlets with the test and reset buttons) and press the reset button on all GFCI outlets.
- Look for GFCI outlets in bathrooms, kitchens, basements, garages and on the home's exterior. Test and reset every GFCI you can find.
- Make sure the power is not out in the area – call Georgia Power.
- If the reset button doesn't work, schedule a maintenance request.

Potential charges to Tenant

- The cost for any maintenance repairs that are deemed to have been caused by your actions or negligence.
- Missing a scheduled maintenance/repair appointment.
- Office key copy to the property does not work.