

TIPS FOR TENANTS

PMI Clarksville wants to ensure that all maintenance emergencies are dealt with quickly. To help us do this, we ask that you review and follow the guidelines below. Please keep in mind that all non-emergency maintenance requests are prioritized and handled accordingly in a timely manner.

NON-EMERGENCY REPAIRS & MAINTENANCE:

If you have any repair or maintenance issues that need to be addressed, please submit your requests on your online tenant portal by clicking on the maintenance tab. Remember to include brand names of appliances and specific locations.

It is extremely important that you advise us of any repairs and maintenance promptly to avoid further damage being caused. We advise that if damage is caused due to tenant negligence, the tenant will be held responsible, with all costs chargeable to the tenant.

EMERGENCY REPAIRS:

Please call **931-614-0215** for emergency repairs after normal business hours, however, we have found that unless your water pipes burst or your power fails (not related to an electric company power outage), most repairs can wait until the next working day for you to contact our office.

Like non-emergency repairs, we ask that you submit your emergency request on your online tenant portal by clicking on the maintenance tab. Please indicate in the remarks that this is an emergency request based on the criteria listed in this document.

WRITTEN REQUESTS:

If you wish to get approval for painting or any improvements you'd like to do on the property, we ask that you start an online conversation with us on your online tenant portal. There is no need to submit a service order for that.

MAINTENANCE TIPS:

Before making a maintenance request, please use this guide first...to avoid any unnecessary call outs.

NO POWER –

- Have you contacted your electricity supplier to make sure there is NOT a power outage in your area?
- Have you checked your fuse box? There may be an overload and the fuse has been blown or tripped and requires resetting.
- Have you checked that one of your appliances is not faulty? Unplug all appliances in the home. Reset the GFI switch/breaker in the breaker box. Plug in an appliance and check the GFI switch/breaker. If the GFI clicks off, then you know there is a fault with the refrigerator and you need to get it repaired.
- Otherwise, disconnect the refrigerator and plug in the stereo and continue checking all appliances until the faulty appliance is located. If our electrician attends to your repair request and finds the fault is with one of your appliances, then you will be charged the service fee.

NO HOT WATER –

- Make sure you have arranged for the connection of the gas or electricity.
- If it is an electric hot water heater:
 - Check to see if your hot water heater needs refilling/topping up. There is normally a copper valve on electric hot water heaters and an overflow pipe. You may need to pull this lever until a flow of water starts coming out of the overflow pipe.
 - Check the breaker box to make sure that no one has turned it off by mistake.
 - Make sure that the water tap on the hot water system itself has turned on.
- If it is a gas hot water heater:

- Check to see if your pilot light has gone out. Some units can easily be relit-others may require a trade's person.
- Check the breaker box to make sure that no one has turned it off.

STOVE ELEMENT IS NOT WORKING –

- Check the connections to make sure they are not loose or dirty. Sometimes pulling the element out and cleaning them and putting them back in can fix the problem.

GARBAGE DISPOSAL IS NOT WORKING –

- Make sure it is turned on at the switch under the sink.
- Attempt to reset the safety switch. This is normally the little red or black button underneath the bottom the garbage disposal unit which you may have to get on your hands and knees to find. This switch can be activated by an overload and simply needs to be reset by pushing it in.
- Check for a blockage in the sink/blades. **IMPORTANT:** Before putting your hands down the sink to check for blockages, make sure unit is turned off at the wall.

PLUMBING –

Do not put anything down the toilets or drains that are not designed to be put down there i.e. disposable napkins, sanitary pads, blue loo or toilet freshener containers etc. If there is a blockage due to any of these items, it will be the tenant's responsibility.

KITCHEN/BATHROOM SINK IS BLOCKED –

- Try using Drano (or a similar product) to free the blockage.
- Try pouring boiling water down the sink to free up old soap & hair.
- Try cleaning hair and old soap from the pipe bend. Put a bucket under the pipe to catch water. Unscrew the pipe under the sink. Remove the hair and old soap. Screw the pipe back together. Pour boiling water down the drain. This should clear the blockage.
- Remove old food from the kitchen waste disposal and pour boiling water down the drain. **(Do not put fat and oil down the drain as these will clog the pipes!)**

AIRCONDITIONING SYSTEMS/HEATER –

- Make sure you have arranged for the connection of the gas or electricity.
- If you cannot get your system to start at all, check your circuit breakers and the GFI switches in your house. If you have airflow, but very little, you will want to make sure your filter is clean. It is your responsibility as a tenant to replace or clean filters on a monthly basis. This not only keeps the system running efficiently, it will keep your electricity bills lower. Airflow can also be hindered when the coils on the outside of the unit have become clogged. This is very common when dogs or other animals that shed are in close proximity to the unit. Try to keep animals and debris away from the outside unit. Air conditioners have a cooling system identical to a refrigerator. It is important to not turn the unit off then back on right away. Wait at least 10 minutes after shutting the system down to allow the pressure in the refrigerator system to equalize once again.

ROOFS –

- If you notice any stains forming on your ceiling or wall area, contact the office immediately. If a large leak occurs causing a bubbling effect in the ceiling material, make a small puncture in the bubble with a knife and put a bucket under the leak immediately. Never hesitate in calling the office regarding roof leaks.

EMERGENCY & NON EMERGENCY:

As a general rule, an emergency is anything relating to the property under the lease that is threatening to life, health, or the property and cannot wait until the next business day to be addressed. The following guidelines will assist as to what constitutes as a maintenance emergency.

- **Clogged Toilet:** This will be considered an emergency only when the toilet clogged is the only toilet in property AND the tenant has made clear effort to clear the stoppage themselves. Upon submitting your maintenance request, either emergency or not, turn off the water valve behind the toilet to prevent further overflow or flooding.
- **Broken Pipe:** This is considered a maintenance emergency. Turn off the water valve that is associated with the broken pipe or the exterior water main until our maintenance professional arrives. Do everything within your reasonable power to contain the leakage to prevent flood damage.
- **No Hot Water:** This will be considered an emergency only if there has been no hot water for at least 12 hours. Typically, this will be handled in a timely manner during business hours.
- **Heater Repair:** This constitutes as an emergency only if the outside temperature is falling below 50 degrees. Before reporting this as an emergency, please check all fuses and circuit breakers.
- **AC Repair:** This will be considered an emergency only if the outside temperature is above 85 degrees and in the summer and the effected unit is the only functioning unit in the home. Normally this will be handled in a timely manner during business hours.
- **Gas Odor:** This constitutes as an emergency. If you suspect leaking gas, turn off the gas appliance(s) and the gas supply to that appliance immediately. The shut off handle should be relatively easy to find on the supply line. Call your gas provider and our office to report the situation right away. (*Check to see if there is danger of using a phone where there is a gas leak.)
- **Broken Doorknob, Lock or Window:** If it prevents the tenant from properly securing the property, it is considered an emergency. If it's determined that temporary measures can be taken until normal business hours, please do so and contact the office the following business day. Do not jeopardize your safety.
- **Lock-Outs:** Lockouts should be handled in accordance with Section 16, Paragraph V. However, if new keys are made by the tenant, it is the tenant's responsibility and obligation to ensure we are provided a copy of the new key.
- **No Electricity:** This will be considered an emergency only if the electricity is out in the entire property AND the tenant has checked with the local electric company to confirm there is not an area outage; the circuit breaker has been checked and reset along with checking the fuses. Partial electrical outages do not constitute a true emergency and will be address in a timely manner during normal business hours. If an outlet begins to smoke or it smells like something is burning, turn off the circuit breaker and contact us right away. Leave the circuit breaker off until our maintenance professional arrives.

*The following maintenance issues are NOT generally considered emergencies and will be addressed the following business day at top priority: Appliances not working (PMI Clarksville is not responsible for spoiled food), clogged garbage disposal, leaking faucets, most roof leaks (steps should be taken to minimize damage and loss) etc.

*If you are experiencing a situation that was not mentioned above and seems immediately dangerous, damaging or detrimental, please call our office to report the emergency without delay.

MISSED APPOINTMENTS AND NEGLECT:

- The tenant is responsible for the payment of any invoice for which the repair was made for damage, etc. caused by their misuse or neglect. The tenant is also responsible for the payment of any service call charged by a vendor for a missed appointment.
- Please remember – Tenants are responsible for moving any personal items a sufficient distance away from the area to be repaired or item/equipment to be serviced. PMI Clarksville and/or our maintenance professionals will not move personal items and are not liable for any damage incurred from this policy not being abided by.

*Although your request may constitute as an emergency, PMI Clarksville reserves the right to postpone or reschedule repairs due to acts of God, forces of nature, emergency closures for safety or any other acts beyond our control.

Handy Tips on Regular Cleaning:

- Carpets should be professionally cleaned every six months to keep them in good condition.

- Particular attention should be paid to soap scum build up in bathtubs and shower doors as it eats into the glass and tiles and is difficult to remove if unattended.
- Cobwebs should be dusted regularly because if left, they will mark the walls and ceilings.
- Oven and stove tops should be cleaned regularly to stop the buildup of baked on grease.
- Exhaust fans throughout the property should be cleaned regularly so they keep working efficiently.
- Oil stains on drive ways and garage floors should be water blasted regularly to stop build up.

Yard Maintenance:

Flower beds, lawns and grounds need to be weeded and mowed regularly. This keeps the property looking good and saves you money when vacating. Also pools and outside spas must be cleaned, treated and water tested regularly to keep them in working order. Gutters should be cleaned out periodically.

Contact Details:

Please make sure that the property management team is advised of all your current home, work, mobile phone numbers, email address, any changes that occur.

Rent Arrears:

If you find you are having difficulties with your rent, please contact your property manager to discuss a possible solution.

WE ARE HERE TO MAINTAIN THE PROPERTY IN A SAFE AND HABITABLE CONDITION AND TO SERVICE YOU AND YOUR NEEDS EFFICIENTLY AS POSSIBLE. WE APPRECIATE YOUR COMPLIANCE TO THESE GUIDELINES.