



General Maintenance Information

- 1. Tenants are responsible for cleaning and caring for their rental at all times, including proper removal of trash.**
- 2. Heavy acid drain cleaners may damage drain pipes. Always follow manufacturer's instructions.**
- 3. Tenants are responsible for proper care of all major appliances.**
- 4. When running the dishwasher, take care not to allow silverware and cooking utensils to get caught in the bottom. Be sure to use automatic dishwashing detergent only. (Do not use regular dish soap.) Be sure to run the garbage disposal before running dishwasher.**
- 5. Tenants should inform if they will be gone for extended periods of time (2 weeks). During your absence, do not set the thermostat below 60 degrees or shut off the electricity. Do not turn heat off.**
- 6. Abrasive cleaners such as Comet, Ajax, etc. should not be used to clean fiberglass Shower doors. A fiberglass cleaner or non-abrasive cleanser is recommended.**
- 7. Every three months will replace the furnace filter.**
- 8. Painting the rental is prohibited. However, if there are any alterations you would like to have done to the rental, contact our office.**
- 9. Tenants must be sure to shut their exterior windows when it rains or snows.**
- 10. During heating season tenants are required to keep windows closed.**
- 11. The tenants are asked to promptly report all leaking water, electrical or mechanical malfunctions observed in the rental during office hours unless it is an emergency.**
- 12. Light bulbs are furnished at the time of occupancy. Thereafter, tenants will replace all bulbs at Tenant's expense. At checkout, Tenants are responsible for all bulbs to be same wattage as originally provided and to be working.**
- 13. Tenants are responsible for replacing their own light bulbs. When replacing light bulbs in the appliances or apartment, be sure not to exceed the recommended wattage. For all enclosed fixtures, you should use 60 watt bulbs, and for appliances such as your stove and refrigerator, a 40 watt bulb is recommended.**

14. Residents are responsible for maintaining charged batteries in all battery-operated smoke detectors located in the leased premises. A good time to check batteries is twice a year when daylight savings time starts and stops. The tenant will be subject to a service charge for any detectors found disconnected or without functioning batteries.
15. Service calls on repairs resulting from resident neglect, carelessness, or abuse will be charged to the resident.

Garbage Disposal

Run a lot of water while using garbage disposal. Tenants will be responsible for the cost of repairing disposals, unless due to a defect in the equipment.

A service call will be billed to the tenant if any foreign objects have jammed the unit. The following items should not be put down the garbage disposal:

- Popcorn kernels
- Pasta & rice products
- Fats and greases
- Bones, egg shells and fruit pies
- Fibrous food waste (i.e. celery, banana apple or potato peels, and onions)
- Non-food waste items
- Large quantities of anything should not be put down the disposal

If your garbage disposal does not work:

1. Turn the wall switch off!
2. Find the red reset button on the bottom or side of the disposal tank and press it.
or
Use the disposal key and insert into the hole at the bottom of the disposal tank and turn. Remove the key and push the reset button. (Always be sure the disposal switch is turned OFF.)
3. Check the inside of the unit for bottle caps, coins, silverware, dishcloths, sponges, etc. and remove them.
4. If these things do not help, call for general maintenance.

Sewer Backup

If you live on the bottom floor:

- **Sewer back-up:** If sewer backs up into the kitchen sink, tell all the apartments directly above you not to run to dishwasher or any water in the kitchen sink. Immediately call the office 515-554-6336 daytime or after hours for maintenance.
- **Major Sewer back-up:** If sewer backs up into the floor drain, immediately call for maintenance. Then notify all residents of the building not to run dishwasher, kitchen or any bathroom water. Unplug washing machine in laundry area.

Toilet Overflow

Each apartment should purchase a plunger for unclogging the stool. You will be charged for maintenance when routine plunging is needed.

Tenants are responsible for the cost of unstopping stools and drains, unless due to defective plumbing. Toilet paper is the only acceptable paper product to flush through the sewer system. Items not to be placed in stools include: Disposable diapers & wipes, sanitary napkins, facial tissue, or cotton swabs. (You will be charged a service call if any of these products cause a sewer backup.)

In Case of Toilet Overflow:

1. Turn off the water to the toilet (the valve is located behind the stool and needs to be turned clockwise). Plunge the toilet. Try several times. If you plunge hard enough it will clear the line. The ball type plunger is recommended.
2. Turn the water back on to see that the water is running properly. If your stool continuously plugs up, call for general maintenance during regular office hours.
3. If water overflowed on the floor, please make sure you wipe the floor immediately to prevent leaking into the ceiling below you.

If this is an EMERGENCY, call 515-554-6336.

Examples of emergencies are:

- **Fire**
- **Flooding**
- **Frozen Pipes**
- **Sewer Line/Water Main Break**
- **Non-working Furnace in Cold Weather**
- **Big damage to roof/siding that is letting in outside elements**

Examples of non-emergency are:

- **Water leaking in from rain or ice damming**
- **Leaky faucets,**
- **Missing shingles,**
- **Anything that is minor in nature and can wait until normal business hours to be addressed.**