

# **BUELL MANAGEMENT, LLC**

*Your living space is our business*

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## **GENERAL MAINTENANCE, CARE AND TROUBLESHOOTING**

You have agreed to keep the apartment clean and sanitary and in as good or better condition as when you took possession. The following are guidelines for maintaining your apartment.

### **GARBAGE DISPOSAL**

Always run cold water for 10 seconds before, during, and 10 seconds after using the disposal. Banana and potato peels, celery, coffee grounds, egg shells, flower stems, bones, or any item that is tough SHOULD NOT be put in the garbage disposal. NEVER put plastics, glass, aluminum foil, paper or grease into the disposal.

If we service the disposal and an inappropriate use is found to be the cause of the problem, you will be charged for the repair.

### **NO HOT WATER**

If you have an individual electric water heater, check the breaker and reset it if it has been triggered (push ALL the way to OFF, then back to ON position).

If you occupy a building with a water heater in a common area, please report to the office.

### **PLUMBING LEAK**

Turn off water at the supply line (under sink, behind toilet, at water heater). Call office.

### **CLOGGED TOILET**

Most apartments have low-flow toilets, which tend to back up if too much paper, etc. is flushed. Keep a plunger on hand. Never put sanitary napkins, diapers, handy wipes, napkins or paper towels down the toilet. If the toilet overflows, turn the water off at the supply line behind the toilet; mop up any spilled water; and plunge. If it is still plugged, complete a maintenance request. You will be billed for the service call.

### **DRAINS**

Avoid letting hair, grease, or other objects go down the drain. After bathing make sure to remove excess hair left in the drain catcher. Hardware stores carry 'hair catchers' to place in sink and tub drains, in the event you need this extra aid.

Be sure to scrape dishes of all excess food before loading them in the dishwasher.

### **HEAT**

Every heater needs periodic cleaning for which you are responsible.

IF NO HEAT, for electric heater - check the circuit breaker (to reset: push the switch all the way to OFF, then all the way back to the ON position). For gas heat - check to see if the pilot light is lit.

## **ELECTRICITY**

If there is power outage in the neighborhood, call the local electric company.

If the outage is only in your apartment, check the circuit breaker. To reset: push the switch all the way to OFF, then all the way back to the ON position.

If there is no power to plugs – reset *all* GFI (Ground Fault Indicator) outlets in your apartment.

If a light is not working – check the light switch, light bulb, and circuit breaker. You are responsible for bulb replacement.

## **DISHWASHER PROBLEMS**

If the dishwasher is not draining properly (a small amount of water in the bottom is normal), check for any obstruction under the bottom rack. If you have a garbage disposal, make sure it is clear. If the dishwasher makes grinding noise, turn it off, complete maintenance request.

## **REFRIGERATOR NOT WORKING**

Check the refrigerator thermostat for proper setting. Make sure door is closing properly. Keep coils on refrigerator free of dust.

## **STOVE NOT WORKING**

Make sure the stove is plugged in. Check circuit breaker. If the burner coil is not working, make sure it is in the socket correctly.

## **WINTERIZATION**

During the winter months it is important to guard against property damage due to freezing weather. Please follow these procedures:

- Keep your heat at least 50 degrees when you are away for more than 24 hours;
- Open cupboard doors to expose the pipes to heat. If your pipes break, IMMEDIATELY shut off water; call the office.
- Keep a steady drip of cold water in the faucets when the temperatures drop below 32 degrees.

## **HOUSE PLANTS**

Be sure to use drip pans under all houseplants. Water runoff will stain or damage most surfaces.

## **KITCHEN COUNTERS**

Always use a cutting board to avoid nicks, cuts, and damage to the counter tops.

## **DECKS/PATIOS/PORCHES**

*All decks, patios, and porches are to be kept CLEAN AND FREE OF CLUTTER at all times.*

Use drip pans under all planters to prevent water run-off.

If moss start to build up, scrub off immediately with soapy water.

## **FIREPLACES**

Burn only hardwoods. Use fireplace SCREEN at all times.

## **SLIDING GLASS DOORS, WINDOWS AND SCREEN DOORS**

Clean the door tracks regularly to prevent damage to the wheels. DO NOT use oil or WD-40, as that will only attract more dirt.

If there are not any screens on particular doors or windows at move in; we do not provide them.

## **MOLD (Mold & Mildew Addendum)**

See the addendum for prevention and treatment. It is most important to address any issues immediately.

## **MINI BLINDS**

Do not soak the mini blinds. This may cause bubbling and peeling. Spray them with a mild soap and water solution and wipe them clean.

## **HARDWOOD FLOORS**

Use furniture pads or coasters under all pieces of furniture to protect the floors from scratches. Do not keep houseplants on the floor.

## **CARPET CARE**

Carpets should be vacuumed regularly.

If a stain occurs – the sooner you clean it the easier it will be to get. (You will be responsible for any stains in the carpet at move out.) Always use a pretested spot removal solution and follow the instructions on the cleaner container.

## **SMOKE ALARM/CARBON MONOXIDE ALARM (See Addendum)**

You have agreed that the smoke alarm is in good working order (and the carbon monoxide alarm, if applicable). Remember it is your responsibility to test the alarm(s) and to report any deficiency in writing. Also please remember you can be charged up to \$250 for non-compliance with the duties set out in the addendum.

## **MAINTENANCE REQUEST**

[Review the foregoing tips regarding maintenance issues before requesting assistance. If you are unable to resolve your problem, complete a maintenance request form \(available at our website or the office\). Provide ALL REQUESTED information on the form, including a specific description of the problem – when it began, the severity of it, what steps you have taken, and whether it has been addressed in the past.](#)

Our maintenance staff should respond within 24-48 hours.

Repair of damages cause by negligence, misuse or abuse will be charged to you.