



Maintenance Instructions

Inform Us Of A Maintenance Issue

Tenant agrees to follow the maintenance instructions, and understands they prevail unless they receive notification from Landlord and/or Landlord's Agent.

ALL NON-EMERGENCY REQUESTS MUST BE SUBMITTED IN WRITING. The easiest way to do this is via the [Maintenance Request page](#) of our website or via email to info@TheEdwardsCompanies.com

PROCEDURES FOR REQUESTING MAINTENANCE

1. **Before** requesting maintenance, check to see if you can determine the cause of the problem you are experiencing, unless you have an emergency such as those listed in paragraph 3. Read examples of various problems on the following page. Read these examples carefully.
2. **Determine** if it is an emergency or a non-emergency item.

Emergencies - There are FEW emergencies

Definition of an emergency: A life threatening situation such as a fire, flood and/or uncontrollable water, electrical problem, smell of gas, etc

- Emergencies causing immediate danger such as fire **call 911**
- Emergencies involving gas call the gas company and if necessary, 911
- Emergencies involving IMMEDIATE electrical danger, call the utility service.
- Non-working heat is NOT an emergency - this is a priority item and The Edwards Companies will make it a priority with vendors to have the heat working as soon as possible.
- No air-conditioning, non-working dishwasher, sprinklers, etc. are NOT emergencies but will be repaired as quickly as possible.
- Call (919) 630-2932 to report emergency repairs outside business hours.
- **Any unnecessary non-emergency call to the emergency line may result in a minimum \$85 charge to the tenant.**

If it is a non-emergency, please do the following:

- Non-emergency repair requests must be received in writing. You can email either email the Maintenance Request form located on the Forms page of our website to info@TheEdwardsCompanies.com, or enter a request via the [Maintenance Request page](#) on our website. Please be sure to provide up to date contact telephone numbers and list times when you can be available.



- An Edwards Companies representative will complete a work order. Then The Edwards Companies will assign a vendor to contact you. The Edwards Companies does not give vendors keys to the residences. Vendors are required to make appointments with tenants. The Edwards Companies will NOT release keys to vendors.
- Remember, this is a NON-EMERGENCY item and in most cases, the vendor will not be able to make an appointment immediately.
- Although some issues are not true emergencies, there may be reasons you'd like them taken care of immediately. Just as if you owned the home, if you prefer to have something taken care of at night or on the weekends, you may be offered the option to pay an additional service fee for this convenience.
- Failure to show at an appointment can mean a charge to you. Therefore, be certain to call the Edwards Companies office as soon as possible if you are unable to make the appointment.
- If you do not hear within 2 business days, call the The Edwards Companies office and inform a vendor has not contacted you. An Edwards Companies staff member will contact the vendor to find out the cause of the delay, and then inform you when a vendor contact can be expected.
- After a repair has taken place, if you have problems, call The Edwards Companies and state you had a recent repair but there is still a problem. **Recent repair means within the last 60 days.**

If you fail to report this and there is further damage, you may be responsible for the cost of the damage.

Check the following, if appropriate, before requesting maintenance:

1. **If the oven does not work**, check time-bake to be sure the settings on the unit are not preventing the oven from working. An oven set on time bake WILL NOT HEAT. An oven on time-bake can mean a charge to you.
2. **If the air-conditioner does not work**, check ALL circuit breakers. Often during hot weather or if a circuit breaker overloads, it will trip off the circuit breaker. A tripped circuit breaker is often difficult to see, and it could appear that it is not. Therefore, you must turn the breaker all the way off and then turn the breaker all the way on. If you do not turn the circuit breaker all the way off, it does not reset itself to correct the problem.
3. **If the garbage disposal does not work**, check underneath on the disposal unit and push the reset button. If something is stuck and the blades do not turn, try putting a broom handle down the disposal and give it a gentle twist, but do not exert extreme force. This can break the disposal loose, and then it will work. **Special note:** check that the garbage disposal is OFF before using these instructions. If this does not work, call The Edwards Companies.
4. **If the electrical does not work in part of the house:**
 - o Check all the circuit breakers. Turn them off and back on to reset them. (See #2 above).
 - o Check any fuses and replace as necessary.
 - o Check for the GFI plug, which is usually located in the garage, patio, kitchen, or the bathroom.
 - o Reset the GFI plug and most likely, it will restart the electrical.



- o Sometimes there is more than one GFI; it is a good idea to check around the house to be aware if an electrical problem should occur. There may not be GFI plugs in homes built before 1970.
- 5. **If the circuit breakers continually keep going off:**
 - o Check all appliances to see if too many appliances are running such as irons, microwave, toaster, curling iron, computers, printer, blow dryers, and more are causing an overload.
- 6. **If the smoke alarm or CO detector does not work, check the following:**
 - o First, check the batteries. If a new battery does not work, call in a work order. Tenants are responsible for the replacement of batteries. It is important to replace batteries and NOT disconnect the smoke alarm or CO detector.
 - o Normally the smoke alarm or CO detector will emit a beeping sound when the batteries are not working or losing their charge.
 - o Test your smoke alarms and CO detectors every thirty days. If one of them is not working, call The Edwards Companies to place a work order **immediately**. Remember these are for safety, and it is very important to check them regularly to see if they are working
 - o Do **not** disconnect or remove a smoke alarm or CO detector.

Tenants are responsible for the following routine maintenance:

1. Wood burning fireplace maintenance
 - o **Always be sure to open the damper before starting any fire.** If unfamiliar with how to do this, call The Edwards Companies for help.
 - o If smoke is coming out of the front of the fireplace, put out the fire immediately and ventilate the house.
 - o Do not use soft woods in fireplaces such as pine, fir, and redwood because they cause a coating in the flue, which can cause fires. Use woods such as oak, almond, walnut, etc.
 - o Do not overfill the fireplace and create a blazing fire that could cause damage to the firebox or cause a fire.
 - o Use a fireplace screen at all times when using the fireplace to prevent damage, particularly to the carpet.
 - o Check to see if fireplace coals are cold before removing from the fireplace...
 - o **Never** store hot or warm coals in a container, such as a garbage can, paper bag or any other container.
 - o **Never** store the garbage can in the garage or against the house
 - o Store any warm or hot coals **away** from any combustibles or the residence for at least two (2) days before disposing of them, and then check them again before disposing.
2. Normal insect control
 - o Tenants are required to do normal insect maintenance
 - o When storing pesticides, be careful for the safety of children and animals at all times.
 - o For Indoor insects, such as fleas, ants, spiders, silverfish, and more, do the following:



- Insect foggers are the most reliable. Purchase them at grocery or garden stores.
 - To use: follow the instructions on the cans, cover all food and dishes, remove all adults, children and animals from the inside, and leave for approximately for four hours.
 - For outdoor Insects, such as ants, fleas, grasshoppers, and more:
 - Purchase granulized or liquid insect products at any garden supply store. It is very economical to buy and very effective.
 - Follow the directions on the package, apply around the perimeter of the house, and fence.
 - For spiders, use liquid premixed insecticide. Follow the directions on the package.
 - Purchase bait for snails, sow bugs, and slugs, and similar pest, bait at garden supply stores. Follow the directions on the package.
 - If the insect problem persists, call The Edwards Companies.
 - For rodent control, observe the following:
 - If you have ordinary mice, you can purchase several common controls at grocery or garden supply stores.
 - If you see rats or large rodents, contact The Edwards Companies.
3. Landscape and watering:
- Where indicated on your rental contract, maintain exterior landscape by mowing, trimming, weeding, fertilizing, and watering.
 - If there are sprinklers, monitor the level of water needed and if necessary, contact The Edwards Companies for additional help or instruction.
 - If you have sprinklers or an irrigation system that is not working, call The Edwards Companies.
 - Keep all landscape watered unless a Homeowner's Association controls it.
 - Pick up all pet droppings on the property, even if you do not have pets. If you have pets, keep them from causing damage.
 - If there is a pool, it is necessary to maintain the water level and report if there is a problem with maintaining the water level, as this may indicate a leak in the pool plumbing.
4. Tenant required replacements:
- Replace burned out light bulbs with the correct size, but do not use light bulbs in excess of 60 Watts.
 - Replacement of furnace and air-conditioning filters is a requirement:
 - Replace at a MINIMUM every three months, and with the correct size. The filter size is on the side of the filter, and an arrow indicates the direction of the airflow. It is recommended to replace filters monthly to save you money on your electric bill and keep your unit running efficiently
 - Replace smoke alarm and CO detector batteries:
 - Normally these will emit a beeping sound when the batteries are not working or losing their charge. Do not remove a smoke alarm or CO detector because it is not working or beeping. By doing so, you endanger all residents and guests and you could be liable for damages.



- If these are not working, replace the batteries. If new batteries still do not work, call The Edwards Companies and place a work order immediately. Tenants are responsible for the replacement of batteries.
 - Test smoke alarms and CO detectors every thirty days and immediately report a non-working smoke alarm or CO detector. These are for safety and it is very important to check them regularly to see if they are working.
 - Never remove or disconnect a smoke alarm or CO detector you can endanger everyone.
 - Properly dispose the following: Toxic waste such as oil, antifreeze, batteries, and solvents
 - Place garbage in the proper receptacles provided and in accordance with city and/or county rules
 - Christmas trees
 - Candles
 - When using candles, do not leave candles burning when leaving a room or the residence. Check candles to see if properly extinguished.
 - Holiday decorations and lights
 - Hang lights and decorations properly and carefully.
 - Before hanging, check for bad plugs and loose wires. If you find defects, dispose of the lights.
 - Only use lights and decorations during holiday seasons; remove them immediately when the season ends.
5. Cleaning and maintenance of the property
- o Kitchens
 - Keep food cleaned up at all times and clean oven/stove hood vents regularly.
 - Ovens
 - If you do not know the type of oven you have, call The Edwards Companies for help.
 - Do not leave oven on and unattended when leaving the house at any time.
 - Do not allow grease build up - this can cause fires.
 - o Continuous clean ovens
 - Clean regularly
 - If the oven is a continuous clean oven, **do not** use a commercial oven cleaner, such as Easy Off This will only ruin a continuous clean oven.
 - For continuous clean ovens, turn on to 450 degrees and leave on for 2-3 hours. High heat helps the cleaning process. Then wipe out with a damp cloth after oven cools.
 - Do not leave oven on high heat for longer than 3 hours.
 - o Regular ovens that are not continuous or self-cleaning:
 - Use a commercial oven cleaner, such as Easy Off and follow directions on the product.
 - o On self-cleaning ovens
 - Follow the cleaning directions, usually located on the top of the stove/oven.



- o Bathrooms
 - Prevent mildew and mold from accumulating.
 - If mildew and mold appear, use a product such as X-14 or Tilex to remove **immediately**.
 - Keep bathrooms properly ventilated to prevent mildew and mold from happening.
 - Use an exhaust fan or window, while taking showers and for an extended reasonable time afterward.
- o Carpets and flooring
 - Maintenance and cleanliness of carpets and flooring are the responsibility of tenants during occupancy, when moving, and at their own expense.
 - Keep floors vacuumed.
 - Immediately clean up spills to prevent stains and damage.
 - Do not use wax on vinyl or tile.
 - Use only hardwood floor cleaners on hardwood floors.
 - Have carpets steam cleaned when appropriate; do not use home floor cleaning machines.
- o Windows and window furnishings
 - Maintenance and cleanliness of windows and window furnishings are the tenant's responsibility during occupancy, when moving, and at their own expense.
 - Do not wash drapes, **dry clean drapes only**.
 - Check curtains before washing to see if they are washable, if not, dry clean curtains.
 - Wipe all blinds with soft dry cloth or with products designed for the blinds.
 - Close windows against the elements of weather, when appropriate, to avoid damage to interior
 - Close doors and windows when leaving the residence.

It is the responsibility of all tenants to report all repairs/maintenance problems

- Tenants can incur financial damages if they fail to report maintenance problems.
- Report the following:
 - o **Any sign of mold in the property immediately**
 - o **All toilet and faucet leaks and any plumbing backups**
 - o **Electrical problems**
 - o **Heating and air-conditioning problems**
 - o **Inoperative smoke detectors or CO detectors**
 - o **Faulty appliances supplied in property**
 - o **Roof leaks**
 - o **Broken windows and doors**
 - o **Fence repair**
 - o **Malfunctioning sprinklers**
 - o **Any other necessary repairs or unsafe condition**



- o **Major pest control items such as bees, cockroaches, rats, termites or other major infestations**

Tenants will be responsible for the following charges:

- If the Tenant fails to report necessary repairs
- If there is a service call and a breaker is tripped
- When oven is on time bake and is not defective
- When residents cause sewer stoppages/blockages
- If the tenant fails to meet a vendor at an assigned appointment and there is a vendor charge
- If the Tenant or Tenant's Guests or Invitees, cause damage to the property
- If the Tenant's pet causes damage to the property
- If the Tenant reports a repair which does not require service
- If the Tenant fails to replace battery for smoke detector or battery for remote door opener, and causes a service call for only battery replacement
- For replacing doors, jambs, broken glass and/or windows due to anything other than normal wear and tear, including forced entry.
- For damage to walls, carpets, floors, etc. because the Tenant left the windows or doors open during rain or wind.

Tenants are NOT to do the following:

- Do **NOT** wash draperies
- Do **NOT** perform electrical work (this does not include changing light bulbs or batteries).
- Do **NOT** mar, deface, or change walls, woodwork, flooring, landscaping of the property without prior permission from Landlord or Landlord's Agent.
- Do **NOT** perform repairs unless authorized by The Edwards Companies or outlined in this guideline
- Do **NOT** deduct any unauthorized or pre-authorized maintenance expense from rent, unless authorized by The Edwards Companies. If The Edwards Companies authorizes you to perform any maintenance, you must submit ALL receipts for reimbursement.