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1. PLUMBING

Toilet Clogs

Fortunately, it is very easy to resolve most toilet clogs. Simply push a plunger over the drain at the bottom of the toilet basin; pump it up and down to create suction and push the blockage through the pipe.

Slow or Clogged Drains

If your sink or shower drain is draining slowly, there may be debris clogging the pipe. You can usually fix this yourself at very low cost.

- Most clogged drains can be cleared with a plunger.
- Open or remove the stopper or drain strainer using a screwdriver.
- Cover the sink or tub overflow with a rag or some duct tape. (This helps create a seal.)
- Place the rubber cup of the plunger over the drain opening and run enough water into the basin to cover the lip of the cup.
- Move the plunger handle up and down quickly to force out the clog.



Use a Drain Zipper to pull out the clog.



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- Insert the Drain Zipper into the drain and guide it down as far as possible, or until you snag something.
- Try to hook and lift the clog out.

Try cheap homemade drain cleaner. It's much safer and cheaper than harsh chemicals!

- Pour a small panful of boiling water into the drain.
- Pour 1/2 cup of baking soda into the drain.
- Pour 1/2 cup of vinegar into the drain. The mixture will bubble.
- Cover the drain with a stopper or rag. This forces the bubbling down into the drain instead of up.
- Wait 10 minutes.
- Pour another pot of boiling water into the drain.
- Flush the drain with hot water from the tap.

Please note: if we must send a plumber to resolve a clogged toilet or drain problem, this will be charged to your tenant account.

2. ELECTRICAL

If you lose electrical power in your home, first please call the power company included in your Lease Addendum to make sure there is not an outage in your area.

If that does not solve the problem or get the answers needed, then please log in to your Tenant Portal and submit a Maintenance Request.

3. WATER HEATER

If you do not have enough hot water, there may be an issue with the water heater. Locate the water heater and check the settings. Is the tank in vacation mode? Is there a pilot light and if so, is it lit? Did you make sure gas service is turned on?

4. HVAC

Having problems with your air conditioning or heating system?

If you are trying to use the heater for the first time and the unit operates, but only blows cold air, you may need to make sure gas service is on. Call the gas company listed in your Lease Addendum.

The most common HVAC problem is with the thermostat. Make sure your settings are accurate and if possible, cycle the system. If the unit will not turn on at all, the



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thermostat may need new batteries - please replace the batteries before requesting maintenance.

The second most common cause of HVAC problems is dirty air filters. You are required to change air filters regularly. Please make sure this is done.

If you have checked all of these things and are not able to resolve the issue, log in to your Tenant Portal and submit a Maintenance Request.

5. Smoke Alarms

Is your smoke alarm chirping? If your smoke alarm is chirping even though it has a new battery, try these troubleshooting steps to clear out residual charge from the old battery.

- Remove the alarm from your ceiling or wall.
- Open the cover and take out the battery.
- Press and hold the test button for 15-30 seconds. This will fully reset the smoke alarm and drain any charge left inside.
- Insert the new battery and close the battery compartment.
- Clean the unit with a microfiber cloth or a can of compressed air. Vacuum the outside with a soft brush attachment.
- Press the Test button. The test sequence will be very loud, but it indicates the alarm is working properly.

My maintenance issue is an emergency!

If you are in an emergency maintenance situation, call us directly at (864) 708-2027!

IMPORTANT: If your life or personal safety is in danger, call 911 for immediate help.

If you cannot resolve the problem on your own, please make a repair request inside your Tenant Portal. Do not attempt to make repairs by yourself!



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