



**Advantage Arizona Real Estate Trouble Shooting Guide for Self Help of  
Maintenance of Your Home**

Please be informed of the possible ways that you can save time and money by being proactive in the remedy of many common maintenance issues.

Before completing the maintenance request form, please read this trouble shooting guide. Tenants may be charged for a service call if the service person determines that the tenant failed to perform routine maintenance tasks as listed in the lease.

1. Smoke Detector will not work when tested or is beeping. Press the test button. The batteries most likely need to be changed (see the lease addendum). We will reimburse the cost for new batteries if you've just moved-in with receipt provided.
2. No Power to plugs or switches in certain rooms. Check and reset all GFI outlets (located in kitchen, bathrooms, utility rooms and garages). Typically, the GFI reset button is a combination of a black and red button. Press the red button and retest the outlets.
3. Garbage disposal does not work.  
When on, do you hear a buzzing sound? If not, hit the reset button located on the bottom of the disposal and test it. If you do hear a buzzing sound, turn off disposal and unplug from wall. Locate the Allen Wrench. If it is not beneath the sink then you can purchase one from any hardware store for a couple of dollars. Put the wrench in the center shaft and gently twist back and forth to un-jam the disposal. While the disposal is still unplugged, remove the item that caused the problem. NEVER place you hand inside the disposal. Use tongs to remove the item. Plug back in and retest the disposal.
4. No hot water. Check and reset the breaker in the breaker panel.
5. Stove is not heating. The stove is on its own breaker. Reset the breaker by turning it to the off and then on position.
6. Toilet is plugged. Plunge and test. If still plugged, contact the warranty company or complete a maintenance request form.
7. Plumbing or fixture leak. Turn off water fixture. If necessary, turn off at base, under sink or under the toilet. Call Home Warranty Company or compete a maintenance repair form.
8. Dishwasher will not drain and is leaking during cycle. Clean food or other obstacles from the drain inside the dishwasher. Restart the cycle.
9. No electricity. Check all breakers by flipping them to OFF position and then back to the ON position. (Breakers are designed to be hard to move, this takes a bit of effort.)
10. The dryer has stopped heating or is barely drying the clothes. This occurs when there is a build up of lint in the lint filter which has clogged the air vent outlet that is outside. There are several ways to check for the build up. Locate the air vent outside. Look for signs of lint build up and clean out the air vent. Retest the

dryer. Always clean the filter between loads. Lint build up can also start house fires! It is very important to keep lint filters clean.

11. The air conditioner will run best and most efficiently with clean air filters! How often should I change the filters? As often as you think there is dust build up. That might be more than once per month! We live in a very dust ridden environment! A clogged air filter greatly increases the chance of A/C shut down. The A/C has to work harder and longer when it is clogged with dirt and dust. Your electric bill will increase because the a/c filters are not being changed and therefore the unit is working longer than necessary. Change the filters at least once per month year round. You can use the inexpensive kind. They work as long as you remember to change them often! Our clients have given permission for you to take this expense off of your rent! Keep the receipts and turn them in. Just don't leave the filters in the closet. Use them and they will benefit you and the system.
12. My heater is running and it feels like cold air. What could that mean?  
The heating unit is designed to keep the frost on the coils from freezing up the unit. When the frost begins to accumulate due to the cold and the heater running constantly, the unit will shut itself off and will run "cold air" in an attempt to defrost itself. This is a normal cycle and a function of the unit. Do not turn off the unit. Let it cycle and defrost. It will stop automatically in about 20 to 30 minutes. Leave the thermostat alone. If the unit fails to shut off after 30 minutes, then you could have a malfunction and it may be time to call for maintenance. Also, make sure you are changing filters regularly in the winter. This is still a key to cost saving efficiency. Your utility bill could fluctuate by \$30.00 to \$75.00 easily based on clean filters and setting the thermostat reasonably and leaving it there! Knowledge is power.
13. Go to the [www.aps.com](http://www.aps.com) or [www.srp.com](http://www.srp.com). for many more tips on saving money by understanding energy saving tips for the a/c as well as all appliances that your family uses throughout the year.
14. Understand that maintenance calls are given a top priority at Advantage Arizona Real Estate. When we receive a request for maintenance during a business day, we will dispatch that service request within that same day or by the next business day. Our maintenance companies have been coached to follow up with contacting tenants within 72 hours.
15. If you have not heard from a maintenance company within 72 hours after you have submitted your request, **please call the staff right away at (623)572.7820.**



## Advantage Arizona Real Estate Procedure and Policy for Air Conditioning Repair Calls

We want you to understand the procedures and policy of our company in regards to air conditioning service calls. We expedite these calls as top priority of importance and urgency.

Step 1 Always check your lease regarding home repair warranty information. See the Addendum, page 2. If you do not have a warranty, skip to step 2.

If you do have a home warranty, call that warranty company immediately. Each warranty company has their own policies about dispatching service calls. Ask them to explain their policy to you. Ask for the name and number of the A/C Company they will use.

Call that company with the work order number provided to you.

OR

Step 2: You have checked your lease for a home warranty and none is listed in the addendum. Call 623.572.7820 . If a call comes in for repair after business hours (4:00 pm M-Thru and 3:00 pm Friday), these calls are normally dispatched the next day. If this time frame falls on a weekend you may not receive service contact until the first business day available.

Why? Most A/C companies depend on parts stores. Most parts stores are not opened evenings and weekends. However, if the A/C Company can trouble shoot the problem with you and determine they may be able to repair, they may come out on a weekend. This is up to them to decide. We only use reliable and licensed A/C companies we trust. We dispatch the calls by sending a written work order to the A/C Company with instructions to call you that day or by the next day. (Provide your best phone numbers when calling for service.) The A/C Company will not come to the house without making phone contact with the resident. If you have not heard from someone within 24 hours, please call the office and/or email us!

Unfortunately, we can't control the fact that a parts store is not opened or a piece of equipment has to be ordered. When this happens, logically there may be an additional delay in completion of repair. It is not an intentional delay on our part or on the part of the landlord. We do not offer any compensation for the time during the AC outage.

Finally, please call or email us when the repair has been completed. Your feedback is very important to us. When you email feedback, use the property address in the subject line.

**Advantage Arizona Real Estate and Property Management is firmly committed to fair and reliable treatment of all of our tenants. We thank you for taking the time to read and follow this procedure.**