



Repairs and Troubleshooting Guide

If you are experiencing a repair or maintenance emergency: *Examples:*

- Fire - **call 911**
- Water Leak or Flood
- Electrical Short
- Gas leak - **call PG&E at 1-800-925-595-4188**
- No Water At All
- Sewage Back-up
- No Heat In Winter.

Make sure you are safe and then please call Mark at 925-595-4188.

Keep in mind that an emergency situation is something that is hazardous to health or property and can't wait until regular office hours. Additionally, routine pest control is a tenant's responsibility (unless it is termites or bees.)

Otherwise, before requesting a repair, please read the trouble shooting guide provided below, which can save you time and money! Note: Tenants may be charged for a service call if the service person determines that the tenant failed to perform routine maintenance task as outlined below or if the damage was caused by tenant.

To make a non-emergency repair request, either call the office at 925-754-7000 during regular business hours or go to our property management website at www.FirstRealtyRentals.com and click on the Tenant Resources page then click on the [Repair Request](#) button.

First Realty / Pryor & Associates, 2321 Buchanan Road, Antioch, CA 94509
925-754-7000 office

<p>Garbage disposal doesn't work... (continued)</p> <p>No hot water</p> <p>Hot water "TOO HOT"</p> <p>Faucet or toilet leaks</p> <p>Toilet will not flush</p> <p>Toilet is plugged and/or backing up</p> <p>Sink plugged</p> <p>Dishwasher won't drain</p>	<p>bottom of disposal and re-test. If still jammed, you may need to insert the disposal wrench (located under the sink or can be bought at any local hardware store.)</p> <ul style="list-style-type: none"> • Be sure disposal is plugged into outlet. • Be sure to use COLD water and run plenty of water when using disposal. <ul style="list-style-type: none"> ▪ Check setting thermostat on hot water tank. ▪ Check to see if pilot light is lit. ▪ If electric water heater, check breaker panel or fuses. <ul style="list-style-type: none"> ▪ Check thermostat on tank and turn down thermostat. <ul style="list-style-type: none"> • Turn off water to faucet under sink at angle stop valve. • Turn off water to toilet at angle stop valve on wall behind toilet. <ul style="list-style-type: none"> • If toilet will not flush remove lid on back of tank and ensure flapper chain is still connected to flush arm. • Toilets are designed to use less water per flush. Hold down the handle longer or flush second time to ensure proper vacating of toilet. <ul style="list-style-type: none"> • If toilet is stopped-up, plunge first before calling property manager. <u>Note: Tenants will be charged a repair fee if the tenant has caused the problem.</u> <ul style="list-style-type: none"> • Remove hair or other objects from drain. • Use drain cleaning product. <u>Note: Tenants will be charged a repair fee if the tenant has caused the problem.</u> <ul style="list-style-type: none"> • Clean food out of bottom of dishwasher. Clean float. Rinse dishes before washing. Use jet dry once a month. Jet dry prevents hard water build up.
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<p>Dishwasher makes grinding noise or no water is coming in</p> <p>Dishwasher has standing water in the bottom</p> <p>Low water pressure</p>	<ul style="list-style-type: none"> • Turn off dishwasher. If no water is in the bottom, pour two to four large glasses of water into the bottom of the unit and re-start. If problem continues, contact the property manager. • Cycle the dishwasher to empty itself. If water does not drain make sure drain outlet is not clogged with glass or food. If problem continues, contact the property manager. • If problem is only occurring with one faucet, unscrew the aerator at the faucet spout and clean out any small debris.
<p>Appliances:</p> <p>Refrigerator is too warm or too cold</p> <p>Range burner won't heat</p>	<ul style="list-style-type: none"> • Check thermostat, set correctly. Front and Back grills clean. Clean out drain hole. • Check to see that the burner prongs are inserted tightly into the receiver block
<p>Leak in Ceiling:</p>	<ul style="list-style-type: none"> • Isolate when and where leak is coming from before calling for maintenance. If necessary, place a bucket under the leak. If water is dripping through the sheetrock ceiling, it may be necessary to poke a small diameter screw driver through the sheetrock where you see the leak to allow water to drain from one point rather than damage a large portion of sheetrock. • If leak occurs when toilet is flushed, turn off water to toilet and call the property manager. • If leak occurs when the shower or tub is used, discontinue use of that fixture and call the property manager.
<p>Pest Control: Helpful Tips</p>	<ul style="list-style-type: none"> • Move in boxes attract bugs, especially in storage areas. Secure belongings in Rubbermaid containers or other containers that are sealed. • Roaches: Use bombs & wait 2 weeks for treatment to take effect. • Ants: We suggest using AMDRO® Ant Block – Home Perimeter Ant Bait Granules, which can be purchased at your local hardware store such as Lowes. • Mice: use traps.



Tenant Maintenance Articles and Videos

DISHWASHER TOPICS

Dishwasher Trouble Shooting Tool

<http://www.acmehowto.com/howto/appliance/dishwasher/diagnose-dishwasher.php>

Dishwasher Tips and Advise

<http://www.acmehowto.com/howto/appliance/dishwasher/dishwasher-tips.php>

I put the wrong type of soap in the dishwasher, what do I do?

<http://www.acmehowto.com/howto/appliance/dishwasher/wrong-soap.php>

Video – How to clear the dishwasher drain when it is clogged.

<http://www.youtube.com/watch?v=6-PoozlHTS8>

DRAIN TOPICS

How do I unclog a drain?

<http://home.howstuffworks.com/home-improvement/plumbing/how-to-unclog-a-drain.htm>

How to use a plunger on a slow draining garbage disposal.

http://www.iskills.com/apps/learningobjects/ViewFlash.jsp?fn=lo_plunger.swf

ELECTRICAL TOPICS

I lost electrical power or need to reset the circuit breaker.

http://www.ehow.com/how_371_reset-circuit-breaker.html#page=4

GARBAGE DISPOSAL TOPICS

How to unjam the garbage disposal.

<http://appliances.wonderhowto.com/how-to/unjam-garbage-disposal-78951/>

How to reset the garbage disposal.

http://www.iskills.com/apps/learningobjects/ViewFlash.jsp?fn=lo_resetdisp

WATER TOPICS

How do I turn off the main water supply?

http://www.iskills.com/apps/learningobjects/ViewFlash.jsp?fn=lo_mainwater.swf