

## Maintenance

We need to work together to keep the property in a good state of repair during your tenancy. You are responsible for properly using and cleaning the appliances, heating & a/c system and plumbing. If you break or damage anything in the property, you will be held responsible for the cost of its repair or replacement.

Chatel must authorize ALL repairs and/or maintenance that the tenant requests. Some owners have preferred vendors for their property and others have home warranties so it is very important that you do not hire someone to do repairs. Please do not make any repairs or authorize any maintenance without our permission. Rent cannot be withheld because of needed repairs nor can the cost of needed repairs be deducted from the rent.

Unless you specify access requirements in your initial service request, your request for service will act as your permission for management or workers to enter your home and complete work to address the topic of your service request. Keep in mind that Chatel Real Estate only works with licensed bonded and insured vendors that we have a long term relationship with.

### Maintenance requests

- Since we work with 3<sup>rd</sup> party vendors that specialize in their field's maintenance requests will be scheduled given their urgency.
- You can make a maintenance request in three ways, requesting service through the only portal, calling your property manager or emailing your property manager. If your property manager is not in and you have an urgent request please ask to speak with any property manager that is available. There is always someone here to assist you.

### Emergencies

- We consider an emergency as something affecting your personal safety, potential damage to the property if not addressed immediately, constant leaks or water where it should not be, no heating, no hot water, or your only toilet is not functioning.
- Chatel has a 24 hour call service, just dial your property manager's office number and you will be directed to the answering service. IF you have an emergency the answering service will page the on call property manager and they will return your phone call.

### Chatel Responsibilities

As a courtesy, email notice will be given for any routine maintenance. We will provide you with 24 hours' notice prior to sending someone over to the property. Please keep in mind that if you have an emergency we will access your apartment immediately.

- We are responsible for repairs to structural elements of the property and major appliances and electrical, plumbing, and heating systems.

### Tenants Responsibilities

- Light bulbs: The property is equipped with working light bulbs upon your move-in, and you are responsible for the replacement of all burned out bulbs.
- Appliances: You are responsible for the proper use and cleaning of all appliances. If your refrigerator has a water filter, you are responsible for replacing it. Avoid overloading your washer and dryer, it should be no more than 3/4ths full. Clean the lint trap in your dryer once you are done running a load.

- Carpeting: You are responsible for proper care and cleaning of any carpet which may exist in the property. Proper care includes vacuuming the carpet as needed and cleaning up spills or removing stains.
- Wood floors: You are responsible for the proper maintenance and cleaning of wood floors. Please use care not to scratch or damage the floors. In accordance with your lease, 80% of the floors must be covered by carpeting. The purpose of this requirement is to help minimize the amount of noise which transmits to neighbors. It also helps in preventing damage to the floors.
- Plumbing: You are responsible for keeping the plumbing free from clogs. Please report any leaks or drips to us immediately. A running toilet can waste a lot of water and if you pay for water you could end up with a big bill. You are responsible for unclogging all plumbing stoppages which are not directly caused by faulty plumbing.
- Lock outs: Use caution when leaving the property to avoid lock outs. It is your responsibility to have a back-up plan (for example: giving a trusted friend or family member a spare set). One set of keys is issued to every person named on the lease, and additional sets may be made at your own expense. You may not alter, change, or install any lock(s) without prior consent. Chatel Real Estate does provide lock out service during normal business hours. You can stop by our office and check out a set of keys along as you show valid ID.

### Maintenance Tips/Tricks

- Garbage disposal
  - If you can't chew it, do not put it down your disposal. Examples of exceptions: banana peels, artichoke leaves, celery stalks, flower stems, coffee grounds, pasta, rice, bones, or any item that is particularly tough.
  - Be sure to always run water while the disposal is operating to avoid damage to the unit. Let the water run long enough to grind all the material in the disposal. Then let the water run for 10-15 seconds after turning off the disposal. Learn to recognize the sound the machine makes when completely free of garbage.
  - Consider running ice cubes in the unit on occasion as a means of "cleaning" the unit. The hard ice chips help knock down the scum layers that build up below the seal, and in the grinder wheel.
  - If it becomes inoperable:
    - Always be sure to check the power switch (usually under the sink), reset the GFI switch on the outlet in your kitchen (there is a little button in-between plugs that is labeled reset), try the reset button (somewhere on the machine typically on the bottom of the disposal itself), and remove all contents before requesting maintenance. Problems with the garbage disposal may be the tenant's responsibility. Almost all disposal jams are from items put into the disposal.
- Clogged Drains
  - Clogged drains caused by hair, grease and soap are your responsibility.
  - Dishwashers will clog from food left on the dishes when put in the machine. This can cause water to pool in the base of the machine and leak from the sides. You can prevent this by periodically checking the drain on the bottom of the machine and clearing it of debris.

- We recommend buying “hair catchers” for sink and shower drains and emptying them regularly to avoid clogs.
- DO NOT use draino it is bad for the plumbing fixtures.
- An excellent drain cleaning/clearing solution recipe is:
  - 1 cup salt
  - 1 cup baking soda
  - 1 cup vinegar
  - Followed by 8 cups boiling water
- Water Heaters (Gas/Electric)
  - If you have an electric water heater that is not functioning, check to see if the reset button or the breaker may have been tripped. If you have a gas water heater, the pilot light may have gone out.
- Power
  - Often times you will have an outlet or section of the property’s outlets quit working. If you have checked the breakers and do not find anything wrong you will want to reset any GFI’s that are in the house. GFI’s can be found at the center of outlets either in bathrooms or kitchens.
  - Despite living the in District of Columbia or Norther VA we do experience power outages from time to time. Sometimes half a units power will go out or half a buildings power will go out, this is still a power outage. Call Pepco directly to report the outage, they will give you automated return calls with updates.
- Frozen Pipes
  - When the temperature drops below 20 degrees, run a thin stream of water from your kitchen and bathroom sink faucets. Open the cabinet doors below the sinks to prevent frozen and/or burst water pipes. Make sure your heat is set to a minimum of 58 degrees; NEVER turn the heat off in winter.
- HVAC
  - It is your responsibility to ensure that the HVAC filter is cleaned once a month. There are dozens of different HVAC units and filters are not always the same size. Some filters are reusable and just need to be rinsed in the sink, left to dry out completely before putting it back in the machine. If you are uncertain of the filter size take a look at the filter that is currently in the system. The filter typically has the dimensions listed on it.
  - If you do NOT know how to change the filter in your HVAC system, feel free to ask your property manager they would be glad to assist you in this.
  - If your AC/HEAT goes out and one of the issues found while the HVAC tec is onsite is that the filter was dirty you will be billed for a portion if not the entire bill.

- Not changing your filter regularly can result in clogging the condensation drain line, which will cause damage to your apartment or the level below you, it will also suffocate the system and the system will not run as affectively.

- Batteries

- It is your responsibility to change out batteries in your apartment. If we send someone to address one of the items below and it just needed the batteries changed you will be billed for the visit.
- If you inform us that your smoke detector is not working properly or “chirping” we will send out an electrician but we highly recommend trying to change the batteries first.
- Most thermostats require batteries. It is ideal to change them out once a year to avoid corrosion and to ensure that your thermostat is working properly. Some thermostats will indicate when batteries need to be changed but others don’t, so play it safe and switch them out once a year.

- Exterior drains

- Chatel manages a variety of different properties in Norther VA and DC. If you rent a house, please keep your air way exterior drains clear of debris. This can cause serious problems for you and the home if they are not kept clean at all times. If you have an issue with an exterior drain please contact your property manager.
- If you have a patio or balcony in a multi-unit building and you have a drain located in the area, please keep it clear of debris at all times. If the drain is covered during a heavy rain or sometimes even a normal rain water could potentially back up into your unit.