

Maintenance Troubleshooting Guide

LEAKS

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| Step #1 | • Turn off the water at the supply immediately. |
| Step #2 | • Immediately call Progressive Property Management. |
| Step #3 | • Soak up any standing water. |
| Step #4 | • Do not turn water back on until issue has been fully resolved. |

Unclogging a Toilet

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| Step #1 | • If toilet bowl is full, put on gloves and bail out the water into a bucket until bowl is only half full. |
| Step #2 | • If the bowl is empty, add water to fill bowl to halfway mark. |
| Step #3 | • With plunger completely under water, fit the flange of the plunger into the opening and completely over the drain opening with the rim of the plunger. |
| Step #4 | • Press and pull the plunger rapidly up and down 15-20 times. |
| Step #5 | • If water drains out of the bowl, add more water and repeat step #4. |
| Step #6 | • If water seems to be draining, try flushing the toilet. |
| Step #7 | • If unsuccessful, call Progressive Property Management |

PLEASE BE AWARE THIS MAY BE A TENANT CHARGE

Garbage Disposal is Leaking

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| Step #1 | • Stop use of disposal until Progressive Property Management repairman has fully repaired leaking disposal and okayed for use. |
| Step #2 | • Set bowl underneath leak to catch any dripping water. |
| Step #3 | • Do not use sink if this is also causing leak. |
| Step #4 | • Set bowl underneath leak to catch any dripping water. |
| Step #5 | • Call Progressive Property Management to report issue. |

Water Bill is Suddenly Much Higher

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| Step #1 | • Check all faucets for any signs of leaking. |
| Step #2 | • Check all toilets for possible running toilets. |
| Step #3 | • Check underneath of appliances for any water puddles. |
| Step #5 | • If you suspect leaking pipe, contact Progressive Property Management. |

Power Outage

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| Step #1 | • Check to see if neighbors have electricity. |
| Step #2 | • If neighbors do not have electricity, call local electric company to report issue/receive updated power outage information. |
| Step #3 | • If neighbors do have electricity, check all GFIs to make sure none have been tripped (If tripped GFI has been located, follow instructions for GFI outlets below). |
| Step #4 | • Open breaker box to see if circuit breaker has been tripped. The circuit breaker switch will not be lined up with all of the other breakers if it has been tripped. It will be in the OFF position, or in between the ON & OFF position. |
| Step #5 | • To reset breaker, push the tripped switch all the way to the OFF position and then all the way back to the ON position. |
| Step #6 | • If circuit breaker trips again, you need to determine the reason (too many things plugged in/too many things on at one time). |
| Step #7 | If problem persists, contact Progressive Property Management. |

Outlets Are Not Working

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| Step #1 | • Plug a nightlight or lamp into the outlet being tested. The light should be on. |
| Step #2 | • Press the "TEST" button to trip the outlet and break the circuit. It should "click in" and stay depressed, the "RESET" button should pop out and the light should go out. |
| Step #3 | • If the RESET button does not pop out, the GFCI outlet may need to be replaced. Don't use this outlet. Contact Progressive Property Management. |
| Step #4 | • If the GFCI outlet tests okay, press the "RESET" button to restore the circuit. |
| Step #5 | • If outlet is still not functioning, call Progressive Property Management. |