



Inside Edge Real Estate Inc.

Sales & Property Management
1980 Dominion Way Suite 103
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Maintenance Guidelines

Whenever you have a maintenance request you may mail a request, drop off a request or email a request in. Our preferred method is for you to put your request in writing as your request has a better chance of not getting lost in the shuffle! You will find in this package a couple of maintenance request forms for you to use.

If you find you have an urgent matter and need to contact us after hours please call us at (719) 258-9585 and the Property Manager on duty will be paged.

The following is a list of what we **DO** consider to be emergency calls.

- 1) Fire (call 911 immediately).
- 2) Flood (uncontrolled running water)
- 3) No heat (when below 40 degrees in the winter)
- 4) Open gas line:
 - City of Colorado Springs: 448-4800
 - Black Hills Gas: (800) 303-0752
 - Fountain (888) 890-5554 (Gas)
 - Fountain (719) 322-2010 (Water and Electric)
- 5) Burglary or vandalism where property is unsecured.
- 6) Sewage backup caused by plumbing malfunction in main line
- 7) Malfunctioning locks

These are examples which we **do NOT** consider emergency situations:

- 1) Lockouts when you have lost or misplaced keys – call a locksmith
- 2) Appliance repairs (with the exception of the refrigerator)
- 3) Roof leaks
- 4) Air conditioning problems

TROUBLE SHOOTING AT HOME

(Handy Reference Guide)

(CHECK BEFORE CALLING MAINTENANCE)

1. Smoke Detector won't work when tested:
 - a. Notify Maintenance
2. Smoke Detector beeps softly on and off:
 - a. Check and replace batteries
3. No power to plugs or switches:

- a. Check breaker panel or fuse box.
 - b. Check and reset GFI plug.
 - c. Check if plug works off wall switch.
4. Garbage disposal won't work:
 - a. Push reset button on disposal.
 - b. Use Disposal Allen Wrench to turn (from bottom of disposal)
5. No hot water:
 - a. Check thermostat on hot water tank (water heater).
 - b. Check breaker panel or fuses
6. Hot water "Too Hot":
 - a. Check thermostat on tank and turn down if too high and notify maintenance
7. Faucet or toilet leaks:
 - a. Turn off water fixture and notify Maintenance
8. No heat:
 - a. Check thermostat. Check any button or pilot lights.
 - b. Is Furnace cover on correctly?
9. Dishwasher won't drain:
 - a. Clean food out of bottom if any, then if not corrected, call maintenance.
10. Refrigerator too warm or too cold:
 - a. Check thermostat, set correctly (it takes 24 hours to correct)
 - b. If not corrected, call maintenance.
11. In the case of freezing weather:
 - a. Disconnect outside hoses.
 - b. In extreme cold leave water dripping on all hose bibs.