

MAINTENANCE INSTRUCTIONS

Backus Properties

Non-emergency Repairs: mail, fax or email (attachment) a Maintenance Request form provided. Please fill in all blanks. It is also available online at www.backuspm.com.

Emergency: emergencies are repairs that will cause immediate property damage or possible life endangerment.

Examples: fire, flood, personal injury, uncontrollable water, sewer or septic back up, electrical problem endangering life, smell of gas, unable to lock or secure house, and leaking roof.

Example of non-emergencies: Non-functioning appliances, hot water heater or furnace, plugged toilet or sink (tenant responsibility), dripping faucet, running toilet, garage door broke, being locked out of the house.

If you have a true emergency, please call 455-2052 and follow the instructions.

You will be given the emergency number to call for that day. We ask that you respect our time off and only use these numbers for emergencies as defined above. Use of the emergency number for non-emergencies or for a necessary repair that is tenant caused, will result in a \$50 charge to you, the tenant.

Other numbers to call:

Fire: 911

Break in: 911

Gas or Electrical: PG&E 1-800-743-5000

Tenants are responsible for the following regular maintenance:

Replacement of light bulbs with appropriate wattage bulbs. Stores are making the transition from incandescent bulbs to CFL or LED. You are responsible for replacing bulbs as needed. When you vacate, all bulbs in a light fixture must be the same type. If a switch has a dimmer or is three way device, LED bulbs are available but may be more difficult to obtain. It is not safe to use a standard CFL or LED bulb in a dimmable light fixture.

Cleaning or replacement of furnace filters monthly

Test smoke and carbon monoxide detectors monthly. Your property may have a non-tamperable smoke detector, meaning the battery cannot be replaced. If yours is the older type of smoke detector, you are responsible for replacing the batteries as needed. See your lease agreement for specifics. Change battery on carbon monoxide detector as needed. If still not working, notify manager.

Maintaining minor and simple repairs such as replacing light bulbs, furnace filters, furnace thermostat batteries and carbon monoxide detector batteries.

Proper disposal of toxic wastes such as oil, antifreeze, batteries, paint, solvents

Pick up all pet droppings daily, whether your pet or another's

In kitchens: keep all food cleaned up at all times. Oven and hood vents should be cleaned regularly

In bathrooms, prevent mildew and mold from accumulating by proper ventilation. Use of shower curtain or doors to prevent water from getting on floor. Wipe up water if needed

Keep windows closed when raining to prevent jamb damage

Do not put any bleach tablet or similar item into the toilet tank because it will damage the toilet and repair will be tenant expense.

Insect control: In the event tenant discovers excessive fleas, ants, silverfish, insects, spiders or other vermin are present inside the property within the first two weeks following the date the tenant is given keys of the premises, tenant shall notify management in writing and management shall correct the problem at the Owner's expense. Thereafter, tenant shall be responsible to keep the property free of insects and rodents. You may use insect foggers which is available at the grocery store. Read instructions carefully. Signs of bedbugs must be reported within 72 hours.

Stoppages in plumbing: In the event tenant discovers stoppages in the plumbing within the first two days of occupancy, tenant shall notify management in writing and management shall correct the problem at the Owner's expense. Thereafter, tenant shall be responsible to clear such blockages, unless they are determined to have been caused by defects in system or the intrusion of roots.

Kitchen and bath floor maintenance: These floors must be kept dry in order to avoid long term damage. For example, over splash from a shower or bathtub will, over time, cause deterioration in the flooring, sub flooring and surrounding areas, which can lead to dry rot and other deterioration. Similar problems may arise if a toilet becomes loose where it is connected to the floor. Change of color of vinyl floor is a sign of such damage. In such an event, tenant shall notify management of such condition. Tenant shall be responsible and reimburse the owner for any such damage to the floors resulting from the failure to notify management.

Common repair problems and solutions:

Locked out of house: During regular work hours, you may be able to get a key at the office. Otherwise, call a locksmith.

Oven does not work: Check the time bake or self cleaning functions.

Heater does not work: Call PG&E, they will light pilot or diagnose the problem at no charge.

Heater blows cold air or not much heat: Is filter clean? Is pilot lit?

No hot water: has it been used? Is the pilot lit (if gas)?

Refrigerator leaking: Check for plugged drainage tube

Dishwasher will not drain: Clean food out of bottom of dishwasher

Air conditioner does not work: Verify one is provided. Check the circuit breaker.

Garbage disposal does not work: Use the reset button under the unit. Tenants are responsible for repairs if improper use.

Electrical does not work in some parts of the house: Reset GFI plug and check circuit breakers.

Circuit breakers keep going off: Too many appliances on the same circuit.

Leaking toilet or sink: Turn off water to unit, notify management with a Maintenance Request.

Note: If property is not habitable, tenants will be compensated the amount of daily rent until they are able to move back into the property. Non-habitable means no water, no power or no heat (if no space heaters are provided and the property does not have a secondary heat source such as a gas fireplace) if the low temperature for the date was below 50 degrees. No other compensation will be offered.