

For Emergencies, listen to the emergency instructions CAREFULLY, and leave the information needed. It is vital you leave all necessary telephone numbers and times where we can reach you after hours, weekends, and holidays.

For a non-emergency, leave a message and your call will be returned the next business day.

Procedures for requesting maintenance:

1. **Before submitting a Work Order**, check to see if you can determine the cause of the problem you are experiencing, unless you have an emergency, such as those listed in paragraph 3. Read examples of various problems on the following page. Read these examples carefully.
2. **Determine** if it is an emergency or a non-emergency item
3. **Emergencies**

There are FEW emergencies. Definition of an emergency: A life threatening situation such as a fire, flood and/or uncontrollable water, electrical problem, smell of gas, etc.

- Emergencies causing immediate danger such as fire call 911
 - Emergencies involving gas call the gas company and if necessary, 911
 - Emergencies involving IMMEDIATE electrical danger, call the utility service.
 - Emergencies such as backed up plumbing, flooding, call (407) 467-6515; if necessary, call 911 first.
 - An emergency is NOT heat – this is a priority item and we will make it a priority with vendors to have the heat working as soon as is possible.
 - An emergency is not air-conditioning, non-working dishwasher, sprinklers, etc.
4. **If it is a non-emergency, please do the following:**
 - Submit a Work Order online at www.noelco.us, under the Rentals tab.
 - Explain your problem clearly, giving your name, telephone numbers and address. Please give as many details as possible such as “air conditioner stopped running, interior unit runs, exterior unit does not, no liquid draining from drain line, etc.”
 - Once received, we will assign a vendor to contact you. We do not give vendors keys to the residences. Vendors are required to make appointments with tenants. We do not release keys to vendors.
 - Remember, this is a NON-EMERGENCY item and in most cases, the vendor will not be able to make an appointment immediately.
 - Failure to show at an appointment can mean a charge to you. Therefore, be certain to call the vendor as soon as possible if you are unable to make the appointment.
 - If you do not hear within 5/7 business days, inform us via email a vendor has not contacted you. We will contact the vendor to find out the cause of the delay, and then inform you when a vendor contact can be expected.
 - After a repair has taken place, if you have problems, contact us via email and state you had a recent repair but there is still a problem. Recent repair means within the last 60 days. If you fail to report this and there is further damage, you may be responsible for the cost of the damage.

Check the following, if appropriate, before calling:

1. If the oven does not work, check time-bake to be sure the settings on the unit are not preventing the oven from working. An oven set on time bake WILL NOT HEAT.
2. If the air-conditioner does not work:

- Check ALL circuit breakers. Often during hot weather or if a circuit breaker overloads, it will trip off the circuit breaker. A tripped circuit breaker is often difficult to see, and it could appear that it is not. Therefore, you must turn the breaker all the way off and then turned the break all the way on. If you do not turn the circuit breaker all the way off, it does not reset itself to correct the problem.
 - Clean the ac condensation line with a 50% bleach and 50% water solution. Approx. 1 gallon will be fine. Simply pour the solution in the clean out and watch the debris pour out the end of the line near your condenser. Instructional video available online at www.noelco.us.
3. If the garbage disposal does not work, check underneath on the disposal unit and push the reset button. Instructional video available online at www.noelco.us.
 4. If the electrical does not work in part of the house:
 - Check for the GFI plug, which is usually located in the garage, patio, kitchen, or the bathroom.
 - Reset the GFI plug and most likely, it will restart the electrical.
 - Sometimes there is more than one GFI; it is a good idea to check around the house to be aware if an electrical problem should occur. There may not be GFI plugs in homes built before 1970.
 5. If the circuit breakers continually keep going off:
 - Check all appliances to see if too many appliances are running such as irons, microwave, toaster, curling iron, computers, printer, blow dryers, and more are causing an overload.
 6. If the smoke alarm does not work, check the following:
 - First, check the batteries. If a new battery does not work, call in a work order. Tenants are responsible for the replacement of batteries. It is important to replace batteries and NOT disconnect the smoke alarm.
 - Normally the smoke alarm will emit a beeping sound when the batteries are not working or losing their charge.
 - Test your smoke alarms every thirty days. If the smoke alarm is not working, call RES to place a work order immediately. Remember a smoke alarm is for safety, and it is very important to check it regularly to see if it is working
 - Do not disconnect or remove a smoke alarm.

Tenants are responsible for the following routine maintenance:

1. Normal insect control
2. Tenants are required to do normal insect maintenance
 - When storing pesticides, be careful for the safety of children and animals at all times.
 - For Indoor insects, such as fleas, ants, spiders, silverfish, and more, do the following:
 - Insect foggers are the most reliable. Purchase them at grocery or garden stores.
 - To use: follow the instructions on the cans, cover all food and dishes, remove all adults, children and animals from the inside, and leave for approximately for four hours.
 - For outdoor Insects, such as ants, fleas, grasshoppers, and more:
 - Purchase granulized or liquid insect products at any garden supply store. It is very economical to buy and very effective.
 - Follow the directions on the package, apply around the perimeter of the house, and fence.

- For spiders, use liquid premixed insecticide. Follow the directions on the package.
 - Purchase bait for snails, sow bugs, and slugs, and similar pest, bait at garden supply stores. Follow the directions on the package.
 - If the insect problem persists, submit a Work Order.
3. For rodent control, observe the following:
- If you have ordinary mice, you can purchase several common controls at grocery or garden supply stores.
 - If you see rats or large rodents, submit a Work Order.
4. Landscape and watering:
- Where indicated on your rental contract, maintain exterior landscape by mowing, trimming, weeding, fertilizing, and watering.
 - If there are sprinklers, monitor the level of water needed and if necessary, contact us for additional help or instruction.
 - If you have sprinklers or an irrigation system that is not working, submit a Work Order.
 - Keep all landscape watered unless a Homeowners' Association controls it.
 - Pick up all pet droppings on the property, even if you do not have pets. If you have pets, keep them from causing damage.
5. Tenant required replacements:
- Replace burned out light bulbs with the correct size, but do not use light bulbs in excess of 60 Watts.
 - Replacement of furnace and air-conditioning filters is a requirement:
 - Replace at a MINIMUM every three months, and with the correct size. The filter size is on the side of the filter, and an arrow indicates the direction of the airflow.
 - Replace smoke alarm battery:
 - Normally the smoke alarm will emit a beeping sound when the batteries are not working or losing their charge. Do not remove a smoke alarm because it is not working or beeping. By doing so, you endanger all residents and guests and you could be liable for damages in the event of a fire.
 - If the smoke alarm is not working, replace the batteries. If new batteries still do not work, call and place a work order immediately. Tenants are responsible for the replacement of batteries.
 - Test smoke alarms every thirty days and immediately report a non-working smoke alarm. A smoke alarm is for safety and it is very important to check it regularly to see if it is working.
 - Never remove or disconnect a smoke alarm you can endanger everyone.
6. Properly dispose the following:
- Toxic waste such as oil, antifreeze, batteries, and solvents
 - Place garbage in the proper receptacles provided and in accordance with city and/or county rules
 - Christmas trees
7. Holiday decorations and lights
- Hang lights and decorations properly and carefully.
 - Before hanging, check for bad plugs and loose wires. If you find defects, dispose of the lights.

- Only use lights and decorations during holiday seasons; remove them immediately when the season ends.
- 8. Cleaning and maintenance of the property
 - Kitchens
 - Keep food cleaned up at all times and clean oven/stove hood vents regularly.
 - Ovens
 - Do not leave oven on and unattended when leaving the house at any time.
 - Do not allow grease build up this can cause fires.
 - Clean regularly
 - If the oven is a continuous clean oven, do not use a commercial oven cleaner, such as Easy Off. This will only ruin a continuous clean oven.
 - For continuous clean ovens, turn on to 450 degrees and leave on for 2-3 hours. High heat helps the cleaning process. Then wipe out with a damp cloth after oven cools.
 - Do not leave oven on high heat for longer than 3 hours.
 - Regular ovens that are not continuous or self-cleaning:
 - Use a commercial oven cleaner, such as Easy Off and follow directions on the product.
 - On self-cleaning ovens
 - Follow the cleaning directions, usually located on the top of the stove/oven.
 - Bathrooms
 - Prevent mildew and mold from accumulating.
 - If mildew and mold appear, use a product such as X-14 or Tilex to remove immediately.
 - Keep bathrooms properly ventilated to prevent mildew and mold from happening.
 - Use an exhaust fan or window, while taking showers and for an extended reasonable time afterward.
 - Carpets and flooring
 - Maintenance and cleanliness of carpets and flooring are the responsibility of tenants during occupancy, when moving, and at their own expense.
 - Keep floors vacuumed.
 - Immediately clean up spills to prevent stains and damage.
 - Do not use wax on vinyl or tile.
 - Use only hardwood floor cleaners on hardwood floors.
 - Have carpets professionally cleaned annually; do not use home floor cleaning machines.
 - Windows and window furnishings
 - Maintenance and cleanliness of windows and window furnishings are the tenant's responsibility during occupancy, when moving, and at their own expense.
 - Do not wash drapes, dry clean drapes only.
 - Check curtains before washing to see if they are washable, if not, dry clean curtains.
 - Wipe all blinds with soft dry cloth or with products designed for the blinds.

- Close windows against the elements of weather, when appropriate, to avoid damage to interior
 - Close doors and windows when leaving the residence.
9. It is the responsibility of all tenants to report all repairs/maintenance problems
 10. Tenants can incur financial damages if they fail to report maintenance problems.
 11. Report the following:
 - Any sign of mold in the property immediately
 - All toilet and faucet leaks and any plumbing backups
 - Electrical problems
 - Heating and air-conditioning problems
 - Inoperative smoke detectors
 - Faulty appliances supplied in property
 - Roof leaks
 - Broken windows and doors
 - Fence repair
 - Malfunctioning sprinklers
 - Any other necessary repairs or unsafe condition
 - Major pest control items such as bees, cockroaches, rats, termites or other major infestations

Tenants will be responsible for the following charges:

1. If the Tenant fails to report necessary repairs
2. If the Tenant fails to properly maintain air conditioning filters
3. If the Tenant fails to properly clear the air conditioning drain line
4. If there is a service call and a breaker is tripped
5. When oven is on time bake and is not defective
6. When residents cause sewer stoppages/blockages
7. If the tenant fails to meet a vendor at an assigned appointment and there is a vendor charge
8. If the Tenant or Tenant's Guests or Invitees, cause damage to the property
9. If the Tenant's pet causes damage to the property
10. If the Tenant reports a repair which does not require service
11. If the Tenant fails to replace battery for smoke detector or battery for remote door opener, and causes a service call for only battery replacement
12. For replacing doors, jambs, broken glass and/or windows unless the Tenant provides a Police Report detailing the cause of the problem showing forced entry by others.
13. For damage to walls, carpets, floors, etc. because the Tenant left the windows or doors open during rain or wind.

Tenants are NOT to do the following

1. Do NOT wash draperies
2. Do NOT perform electrical work (this does not include changing light bulbs or batteries).
3. Do NOT mar, deface, or change walls, woodwork, flooring, landscaping of the property without prior permission from Management.
4. Do NOT perform repairs unless authorized by RES or outlined in this guideline
5. Do NOT deduct any unauthorized or pre-authorized maintenance expense from rent, unless authorized by Management. If Management authorizes you to perform any maintenance, you must submit ALL receipts for reimbursement.

When you are ready to move, the following will be required:

1. Cleaning:
 - Have the property clean throughout the interior and the exterior.
 - This also includes vinyl or tile floors, windows insides and out, window sills and door casings, mini-blinds, wiping out drawers and shelves, appliances, sinks, toilets, bath tubs, showers, vanities, light fixtures, fireplaces, removal of cobwebs inside and out, etc.
 - Normal wear and tear is not a dirty property.
2. Carpet Cleaning:
 - Only professional steam cleaning is accepted.
 - DO NOT rent machines, use home cleaning machines, or employ chemical cleaning companies.
 - Call for a recommendation from us to receive reasonable rates on carpet cleaning.
 - If you hire another carpet cleaner, the carpet cleaner must guarantee their work to the satisfaction of Management, and a receipt is required during the walk through inspection.
 - Tenants please note: you will not be reimbursed for any carpet cleaning contracted by tenants.
3. Draperies:
 - Do not wash draperies.
 - You are not expected to dry clean draperies unless:
 - You have caused excessive soil or allowed water damage from open windows.
 - You have not been using the draperies provided and/or have not kept them in good condition
4. Replace:
 - Light bulbs, filters, smoke detector batteries, doorstops; these items must be IN PLACE OR WORKING to avoid charges
 - Change the filter just before you vacate the property.
5. Landscape
 - The outside area is to be neatly mowed, trimmed, pruned, fertilized, and watered for outside areas that apply in your rental contract. Remove all trash, debris, and grease.
 - Pick up any animal droppings whether you have an animal or not.
6. Trash
 - If you have trash that exceeds the normal pickup, you are to arrange to have it hauled away at your expense.
 - Place all other trash within the appropriate trash receptacles for normal trash removal.
7. Painting
 - We request that you do not Spackle, putty, or touch up paint unless sure the paint will match.
 - Charges can occur if unnecessary painting is required due to tenant painting.
 - Charges for painting depend on whether it exceeds normal wear and tear, and the length of time in the property.