

Maintenance Overview and Tips

Thank you for choosing to live at Preston Pointe at Shannon Glen. We are pleased to have you with us and strive to make this, your home, a great place to live.

Our goal is to keep Preston Pointe at Shannon Glen maintained and to resolve maintenance requests as quickly as possible. Normally we strive to complete maintenance requests within 2-3 business days, however at certain times of the year (mainly during August or after a snowstorm) there are often more requests than the facilities staff can complete as quickly as they would like to. We use the following methods to manage maintenance issues:

- Prioritize non-emergency maintenance requests daily.
- Complete full maintenance inspections 2-3 times a year.

How a Maintenance Request Works

1. A Maintenance Request may be submitted online by going to Preston Pointe at Shannon Glen's website (www.prestonpointeshannonglen.com) or called in to 614-920-1400 (for after hours emergencies call 614-920-1400 and then follow the voice message prompts).
2. Each weekday morning our facilities staff reviews all of the requests and prioritizes them. For example, water leaks, air conditioning or heating problems take priority over a clogged garbage disposal.
3. Non-emergency requests are scheduled based on the area of town.
4. Emergency requests are given priority, regardless of the area of town, and be remedies as soon as possible.

Examples of *emergency* requests are:

- Water coming through the ceiling
- Flooding
- No heat (in winter) or no air conditioning (in summer)
- No hot water

Examples of *non-emergency* requests are:

- Slow drains
- Garbage disposal problems
- Clogged toilet (if the apartment has more than one)
- Light bulb replacement

Maintenance Inspections

Twice each year a notice is given for a full maintenance inspection. Residents are asked to indicate items of concern for the facilities staff members to look at. Our staff will also check through their own maintenance check list for regular preventive maintenance issues such as caulking, etc. This is a good opportunity to take care of some of the less urgent items that might not generate a typical call to our maintenance department.

Reminder: No Trash Allowed in Common Areas or on Balconies/Patios. Four dumpsters are located at this property so residents may conveniently dispose of trash at any time. Please remember that trash is not to be left for any period of time in the common hallways, stairwells, outside areas or on apartment patios/balconies. There is a \$50 fee per violation of this lease rule.

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Problem: Toilet clogged or is not flushing correctly

Possible Solution:

- Residents should attempt to plunge the toilet. Black rubber plungers are the kind of plunger to use and are the most effective. (Avoid these items that tend to clog toilets: Q-tips, paper towels, Kleenex tissue, excessive toilet paper, feminine products, fish tank rocks, cat litter, etc.)

Problem: Toilet seems to run all the time or every once in a while

Possible Solutions:

1. The flapper chain has become bunched up on itself and does not permit the flapper to seal in the toilet tank.
2. The flapper is not sealing on the tank drain opening (usually requires repairs or replacement).
3. The water in the toilet is level with the overflow and requires the toilet float to be adjusted down. The water level should be indicated on the overflow tube, or about an inch below.
4. Toilet float supply valve is not functioning properly (usually requires replacement).

Problem: Clogged Bathtub Drain

Possible Solution:

1. There may be a hair clog trapped in the strainer of the drain and restricting water flow. To fix, remove the handle part of tub stopper, which unscrews. This does not remove the tub stopper. After removing the handle, a pair of pliers or screw driver may be used to unscrew the tub stopper, which gives access to the tub strainer, which makes an "X" in the tub drain. Remove hair from drain or foreign object.

Problem: Disposal Does Not Work

Possible Solution:

1. The disposal has a safety switch that may have tripped and needs to be reset. On the bottom or side of the disposal there is a red button, which can be pushed to reset the disposal. There still may be an obstruction in the disposal. Look inside of the disposal and try to remove visible items. If the disposal will run after the reset button has been pushed, run ice through disposal and this will force any food items through the disposal. Plenty of water must be used when putting food in disposals and when using ice method.

Problem: Disposal Runs But Sounds Rough

Possible Solution:

1. There is a foreign object in the disposal that must be removed. Objects may include but are not limited to the following: pop/beer tabs, bottle tops, coins, dish rags, silverware, bones, etc. Try to remove any items visible in the disposal and use extreme caution. A method of cleaning out disposals and keeping disposal odors down is to run ice cubes through the disposal on a weekly basis.

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Problem: Disposal Hums When Switch is Turned On

Possible Solutions:

1. There is a foreign object in the disposal that must be removed. Objects may include but are not limited to the following: pop/beer taps, bottle tops, coins, dish rags, silverware, bones, potatoes, etc. Try to remove any items visible in the disposal and use extreme caution.
2. If an object is found, try the disposal again and if the disposal does not work, maintenance must be contacted to service the disposal.

Problem: Dishwasher is Dripping Suds onto Floor

Possible Solution:

1. Wrong detergent has been used in the dishwasher or too much soap has been used. Regular concentrated dish soap cannot be used in dishwashers.

Problem: Dishwasher Has Standing Water and Will Not Drain

Possible Solution:

1. Garbage disposal is plugged and must be cleared for the dishwasher to drain into the disposal.

Problem: Washing Machine is Spilling Water Onto Floor

Possible Solutions:

1. Washing machine has been overloaded and has overflowed the tank.
2. Washing machine load is off balance and water spills over side when water moves from side to side in the tank.

Problem: Water is Leaking Under Bathroom/Kitchen Sink

Possible Solutions:

1. Drain pipes have become loose and are not sealing. Tighten with hands as much as possible.
2. If leak persists, call maintenance immediately.

Problem: Water Coming From Underneath Fridge

Possible Solutions:

1. Roll fridge out away from the wall and make sure water supply line for ice maker (if applicable) is not leaking. If leaking, call maintenance immediately.
2. If water is found in bottom of fridge underneath crisper drawers, the freezer defrost drain line has become frozen due to overloading of freezer or fridge/freezer setting turned too cold.

NOTE: Fridge/freezer setting should be left on setting "3" to avoid freezing the defrost drain line. If this problem persists, food will spoil. Call maintenance immediately.

Problem: Lights and Outlets Do Not Work in Kitchen

Possible Solutions:

1. Check breaker panel to make sure breakers have not been tripped. If a breaker has been tripped, one of the breakers will be off set into the off position. To reset, turn breaker all the way to the off setting and then push the breaker back on. If

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breaker trips again, the kitchen is overloaded or it may be a faulty breaker and may need to be replaced.

2. In the kitchen, there are GFI outlets that are located above the counter. A GFI outlet will possibly run up to two or three outlets in the kitchen. If tripped, the others will not work. To reset, push the reset button found on the front of the outlet.

NOTE: Some GFI's run lights as well as the outlets.

Problem: Lights and Outlets Do Not Work in Bathroom/Bedroom

Possible Solutions:

1. Check breaker panel to make sure breakers have not been tripped. If a breaker has been tripped, one of the breakers will be off set into the off position. If breaker trips again, the bedroom is overloaded or it may be a faulty breaker and may need to be replaced.
2. In the bathroom, there are GFI outlets that are located next to the sink. A GFI outlet will possibly run more than one outlet in the bathroom. If tripped, the others will not work. To reset, push reset button found on the front of the outlet.

Problem: A/C is Not Working or Cooling Properly

Possible Solutions:

1. Check breaker panel to make sure breakers have not been tripped. A breaker tripped will be indicated by an orange strip shown in the little glass panel next to the breaker and the tripped breaker will be offset from the rest of the breakers. To reset, turn breaker to off setting and then turn breaker back on. If the breaker trips again, the bedroom is overlooked or it may be a faulty breaker and may need to be replaced.
2. Check air filter to make sure it is not blocked with dust. If the filter is extremely dirty, the A/C cannot function properly. Remove the filter and call maintenance for a filter replacement.
3. Filter grate is being blocked by furniture and cannot extract warm air from the room. This will also cause the blower fan motor to burn out and resident could be responsible for damages.

NOTE: During the summer months when outside air temperatures can reach close to 100 degrees, the air conditioner will run all day to keep up with the hot weather. This means that the A/C is working most efficiently when it runs constantly.

Problem: Bugs and Insects are Being Found

Possible Solution:

1. Residents are required to attempt to take care of insect problems or rodent problems on their own. You can find insect and rodent spray at your local hardware store. Spray every access point in residence to prevent insects from entering and it will also kill any existing problems.

Problem: My Window is Not Sealing Properly

Possible Solution:

1. Most of our windows have an interlocking design when closed and to assure they are sealed, special attention must be noted at the lock latches on the window. If the latches do not line up when the window is closed, the window has not been

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shut properly. To close, push in slightly on the latch side of the window when shutting and this will assure that the window seals properly. If the problem is not corrected, call maintenance.

SPECIAL NOTES:

- Residents are not responsible for water leaks. However, if a leak is present in an apartment/townhouse and is not reported to Preston Pointe at Shannon Glen immediately, negligence is present and resident may be responsible for any preventable damage.
- Preston Pointe at Shannon Glen may be contacted in three ways:
- Call our office at 614-920-1400
- E-mail us at shannonglen@nrpgroup.com
- Submit a request online by going to the Preston Pointe at Shannon Glen website (www.prestonpointeshannonglen.com).
- It is very important to provide your full name, a valid contact number, building number, and the apartment in which you live when submitting a maintenance request, whether it be by e-mail or via phone. If any of the listed information is not provided, it may take longer to respond to your maintenance request.
- Any damages to your apartment must be reported immediately to Preston Pointe at Shannon Glen. Examples include: holes in doors, drywall, or any apartment property that will need to be repaired or replaced by the end of all leases and failure to report such items may result in significant charges, which resident(s) will be responsible for.
- If damage or vandalism is being committed against any property owned by Preston Pointe at Shannon Glen, please report vandalism immediately.

How to Care For and Maintenance Your Apartment

Improper cleaning and maintenance can lead to permanent damage of the unit. Be aware that damage beyond normal wear can be applied against your security deposit. Please use the following tips to keep your apartment safe, clean and to avoid inconveniences and repairs.

Bathroom

Moisture from the shower and bath can cause damage to walls, ceiling, floors, and tiles. Moisture will also promote the growth of mold and mildew. It is important to keep the ventilation fan on or the window open for at least fifteen minutes after a shower. This will ensure that the moisture has been vented from the room. Water can enter behind tiles and damage walls if grout or sealer between tiles is missing or damaged. Mildew and mold will deteriorate the grout. Therefore, it is very important to clean the shower.

- The exhaust fan must be turned on or the window opened during bathroom usage in order to remove excess moisture.
- The shower curtain needs to be kept in the bath tub when the shower is in use and opened completely to allow shower area to dry when the shower is not in use.
- A bath mat should be used when stepping out of the shower to prevent water damage to the floor.
- Mold and mildew can be removed from tile and grout by the use of specialty cleaners.

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- The bathroom should be thoroughly cleaned at least once a week using a soft scrub cleaner.

Floors

Most building construction is not water-tight. Using strand mops and/or pouring water on the floor can lead to water damage of neighboring apartments. Floors should be washed with a damp sponge mop in order to prevent excess water spills. Abrasive cleaners can damage vinyl tiles, wood flooring, and sheet goods. The use of a soft scrub or nonabrasive cleaner is recommended to remove stubborn stains.

- Water should never be poured directly onto the floor.
- Tile and ceramic floors need to first be swept and then washed with a damp sponge mop.
- Soiled mop water needs to be replaced with clean water and fresh cleaner.
- Hardwood floors should be dust-mopped first and then cleaned with a combination cleaner and wax.

Carpeting

Regular vacuuming will prevent premature carpet matting and soil stains. Staining can be avoided by cleaning up spills immediately.

- Carpeting should be vacuumed at least once a week.
- Spills are to be blotted, not wiped, dry.
- A carpet cleaner solution may be used to remove stubborn stains. Do not use Bleach.

Windows

Moisture on the windows can damage frames, sills, and walls. This usually occurs during extreme hot or cold temperatures. Promoting air circulation over windows by opening drapes or blinds will prevent moisture. Moving curtains and blinds away from the wall and window is recommended. Poor sealing windows or worn weather striping may be the cause if the problem continues. Please call management/maintenance if problems persist.

- Keep insects out by not removing window screens.
- Blinds can be dusted with a towel or feather duster. Soiled blinds may be washed in warm water and mild detergent.
- Clean window tracks will ensure easy opening of windows.

Kitchens

Sharp objects and abrasive cleaners can damage refrigerator, stove, and counter top surfaces. Mild detergents and soft scrubs are recommended to prevent premature wear of these areas. It is also important to store unused foods in closed containers and clean the cooking area after meals have been prepared. These practices will assist in preventing unwanted pests in the apartment.

- Cabinets, countertops, refrigerators and the stove should be cleaned regularly using mild detergents.
- To prevent the attraction of pests, immediate cleanup of spills and food is needed. Garbage also needs to be taken out on a regular basis. Contact maintenance if pest problems occur.

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- Excess bags, boxes, and drawer liners provide areas for pests to live. It is important to limit use of liners and remove unneeded bags and boxes.
- Counter tops are never to be used as cutting boards.
- Stove burners, plates and ovens should be cleaned at least once a week to reduce the possibility of a grease fire.
- Refrigerators need to be defrosted every six months.
- Hot water should be used to melt ice build up in the freezer.

Apartment Security Suggestions

- Always report suspicious activity by dialing 9-1-1.
- Do not prop open doors with carpets or other objects. This allows criminals into your home.
- Report burned out light bulbs and broken door locks to maintenance.
- When replacing light bulbs, check label on light fixture for maximum wattage (never use more than allowed).
- Remember to lock all doors and windows when leaving your apartment, even if only for a short time.
- Drinking of alcohol in the commons may be against the law in your complex. Check with management prior to any outdoor drinking.
- Remember to lock your car doors and roll-up the windows when leaving your vehicle.
- Remove all valuable property from your car or place it out of sight. Visible items like CD's, etc. are regularly taken when left out in plain sight.
- Whenever possible, park your vehicle in well-lit areas of the parking lot.
- Do not Litter. A clean apartment complex is a safe, crime-free complex.
- Use timers on lights and a radio when you will be away from your apartment.



PRESTON POINTE

APARTMENT HOMES

AT SHANNON GLEN

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Emergency Maintenance Requests 877.782.6186

developed, built and
professionally managed by:

