



PROCEDURES FOR REQUESTING MAINTENANCE

1. BEFORE CALLING, please check to see if there may be an obvious cause to what appears to be a repair problem. Specific examples are listed on the following page. Be sure to read these examples carefully.
2. DETERMINE IF REPAIR IS A TRUE EMERGENCY.
3. EMERGENCIES
Emergency situations include fire, flood and/or uncontrollable water, electrical dangers, natural gas odors, etc. If the emergency is...
 - causing immediate danger such as fire, call 9-1-1.
 - involving gas odors, call your local utility company and if necessary, call 9-1-1.
 - involving IMMEDIATE electrical danger, call the local utility company.

For emergencies such as backed-up plumbing or flooding, call **Aetna Properties** at 503-699-4732 and, if necessary, call 9-1-1.

Lack of heat is NOT considered an emergency. Aetna Properties will, however, treat this issue as a priority and make every effort to have the heat working as soon as is possible. Other **non**-emergency repairs include air-conditioners, dishwashers, sprinklers, etc.

4. REPAIR PROCEDURES FOR **NON**-EMERGENCIES:

After Office Hours:

- Call Aetna Properties at 503-699-4732. Leave a complete message with a return telephone number. Be sure to follow-up during daytime hours in the event of any voice mail/message failures.

During Office Hours:

- To request maintenance during office hours, call 503-699-4732.
- Explain your problem clearly and calmly. Give your name, telephone numbers and address.
- A vendor is assigned and will then contact you directly. Vendors are not given keys to properties and are required to make all appointments directly with tenants.
- In most cases, vendors will not be able to make an immediate appointment.
- Tenants failing to show at a scheduled appointment will be charged; therefore, it is imperative that you call if you are unable to make the appointment.
- If you do not hear from the assigned vendor within seven days, call Aetna Properties, Inc. A member of our staff will contact the vendor to determine the cause of the delay and when service can be expected.
- If problems persist following repairs/maintenance, please call Aetna Properties within 60 days. For pest control, call within 30 days. Tenants may be responsible for the cost of further repair and/or maintenance if not reported within these timeframes.

MAINTENANCE TROUBLESHOOTING

Use this checklist before calling for non-emergency maintenance repair:

1. The oven does not work: Check the Time Bake to be sure the settings on the unit are not preventing the oven from turning on. An oven set on the time bake WILL NOT HEAT.
2. Air-conditioner does not work: Check ALL circuit breakers to be sure circuits are not overloaded. Often it is difficult to see that the breaker is tripped. Therefore, the breaker must be turned all the way off and then all the way on to “reset” itself to correct the problem.
3. Garbage disposal does not work: Check under the disposal unit for the reset button. If something is jamming the blades, try putting a broom handle down the disposal and give it a twist to loosen any blockage.
Be sure disposal is OFF while doing this.
4. Electrical outlet does not work: Check the GFI plug, which is usually located in the garage, patio, kitchen or bathroom. Resetting the GFI plug may restart the electrical outlet.
5. Circuit breakers keep going off: Check to see if circuits are being overloaded with appliances such as irons, microwave, toaster, curling irons, blow dryers, etc.
6. Smoke alarm doesn't work: Check to see if the batteries need to be replaced. Tenants are responsible for replacing these batteries regularly. The smoke alarm will make a beeping sound when the batteries are not working or lose their charge. If a new battery does not resolve the problem, call in a work order. **Remember, smoke alarms are for everyone's safety, so it is very important to check them regularly.** They should be tested every thirty days and reported to Aetna Properties if they are not in working order.

The following problems should be reported to management as soon as possible. (Tenants may be responsible for damages if a known problem is not reported.)

- Any sign of mold in/on the property
- Toilet/faucet leaks and any plumbing backup
- Electrical problems
- Heating and air conditioning problems
- Inoperable smoke detectors
- Faulty appliances supplied by the landlord
- Roof leaks
- Broken windows and doors
- Fence repair
- Malfunctioning sprinklers
- Major pest infestations, such as bees, cockroaches, rodents, termites, etc.
- Any other necessary repairs or unsafe condition

Tenants may be responsible for service charges and/or other fees if:

(Some fees may be avoided by following the troubleshooting procedures listed above.)

- The cause is determined to be a tripped breaker.
- The oven is on Time Bake and determined not defective.
- Plumbing back-ups caused by tenants, i.e. debris in lines (such as toys, tools, diapers, rags, hygiene products, excessive toilet paper, etc.).
- Tenant fails to report necessary repairs.
- Tenant fails to meet a vendor at an assigned appointment.
- Tenant or their guests cause damage to the property.
- Tenant's or guests' pet causes damage to the property.
- Tenant reports a repair, which is determined not needed.

- A service call determines the cause to be exhausted batteries (e.g., smoke detectors, remote door opener).
- Replacing doors, doorjamb, broken glass and/or windows, unless tenant provides a police report indicating the cause was due to forced entry (by an intruder).
- Carpets require cleaning while living in the property.
- Damage to walls, carpets, floors, etc., is caused by elements (e.g. windows/ doors left open during rain or wind).

TENANTS ARE RESPONSIBLE FOR THE FOLLOWING ROUTINE MAINTENANCE:

1. FIREPLACE

- Open vent before starting any fire. If you are unfamiliar with how to do this, call Aetna Properties for assistance.
- If smoke emits from the fireplace, put out the fire immediately and vent the area.
- Do not use soft woods in fireplaces such as pine, fir and redwood. Also, logs such as Duralogs, Duraflame, etc, cause a coating in the flue, which can result in fires. Use woods such as oak, almond, walnut, etc.
- Do not overfill the fireplace and create a blazing fire that could damage the firebox or cause a fire.
- Use a fireplace screen at all times when using the fireplace to prevent damage, particularly to the carpet.
- When removing coals from the fireplace, **always be sure the coals are cold.**
- **NEVER** put hot or warm coals in a container such as a garbage can, paper bag or any other container.
- Never store a garbage can containing hot coals in the garage or against the house
- Store warm or hot coals **AWAY** from the house or any combustibles for at least two days before disposing of them (check them again before disposing).

2. HEATING SYSTEM

- Tenants are responsible for keeping furnace filters clean and/or replaced. Forced-air furnace systems contain one or two air filters. These filters should be removed and cleaned or replaced monthly. The entire burner area and pilot light area should be thoroughly vacuumed annually. This regular maintenance keeps the furnace operating smoothly and efficiently, and ultimately helps to keep heating costs down.
- Baseboard or wall heaters should be vacuumed once a month.

3. INSECT CONTROL

- Tenants are required to maintain insect control as needed.
- Store all pesticides out of the reach of children and animals.
- To control indoor Insects such as fleas, ants, spiders, silverfish, etc., insect foggers are the most reliable. They are available at grocery and garden stores. Follow the instructions on the cans, cover all food and dishes, and leave the building (including adults, children and any pets) for approximately four hours.
- Outdoor insects, such as ants, fleas, grasshoppers, etc., can be controlled with Diazanone granules or similar granules, which can be purchased at any garden supply store. Follow the directions on the package, sprinkle around the perimeter of the house and fence. Diazanone comes in small shaker cans or in ten-pound bags. It is very economical to buy and very effective. For spiders, use liquid Diazanone or a premixed insecticide. Other outdoor pests:
 - Snails, sow bugs, slugs, etc.
Bait may be purchased at garden supply stores. Follow the directions on the package.
 - Rodent control
Common rodent control products (such as Decon) are available at grocery or garden supply stores.
- If problems persist, call Aetna Properties, Inc.

4. LANDSCAPE AND WATERING

- Landscaped areas indicated on your rental contract should be maintained by mowing, trimming, weeding, fertilizing and watering.
- Keep all landscape watered unless controlled by a Homeowner's Association.
- If you have automatic sprinklers, monitor the level of water needed and, if necessary, contact Aetna Properties for additional help or instruction.
- Pick up all pet droppings on property. If applicable, keep pets from causing damage.

5. REPLACEMENTS

- Light bulbs: Replace all expired bulbs.
- Replace furnace and/or air-conditioning filters at a minimum every three months. Filter size requirements are stamped on the side of the filter and an arrow indicates the direction of the airflow.

6. PROPER DISPOSAL

- Toxic waste (oil, antifreeze, batteries and solvents) should be disposed of according to Oregon environmental policies.
- Garbage should be placed in proper containers out of public view and in accordance with city and/or county rules.
- Holiday decorations and lights are to be hung properly and carefully checked. Lights and decorations should also be removed promptly following the holiday seasons.
- Christmas trees are to be properly removed from the property.

7. CLEANING AND MAINTENANCE

- Kitchens: Keep food cleaned up at all times. Clean ovens and/or stove hood vents regularly. Do not use oven cleaner on continuous clean ovens.
- Bathrooms: To prevent mildew and mold accumulation, properly vent bathrooms. Use an exhaust fan or open windows while showering and for a reasonable time afterward. If mildew and mold appear, use a product such as X-14 or Tilex.
- Carpets and flooring: Tenants are responsible for maintaining carpets and flooring and at their own expense. Keep floors vacuumed. Do not use wax on vinyl or tile. Use only hardwood floor cleaners on hardwood floors. Have carpets professionally steam cleaned when appropriate (Call Aetna Properties for a list of approved vendors).
- Windows and window furnishings: Clean windows and window furnishings as appropriate. Close windows against the elements when appropriate to avoid damage to interior.

8. WINTERIZING:

- In the event of a broken water pipe, you should know the location of water shut-off valves.
- Disconnect hoses on all outside faucets. Shut off hose valves (usually located under a sink or in the garage) and turn on outside faucets to drain the lines.
- During a winter freeze, maintain heat to a minimum of 60 degrees. Open cabinet doors under the kitchen and bathroom sinks. Open taps allowing faucets to slowly drip.
- Turn off and drain any irrigation system (usually located near the meter). Open all drains and run through all cycles to ensure water completely empties the system. Turn the system off and close the drains. Any exposed pipes (not underground) should be drained of all water and wrapped to prevent freezing.

What NOT to do:

- Do **not** wash draperies. Call Aetna Properties for instructions on all window coverings.
- Do **not** perform electrical work (this does not include changing light bulbs or batteries).
- Do **not** mar, deface or change walls, woodwork, flooring, or landscaping of the property without prior permission from the landlord (this includes any type of painting).
- Do **not** perform repairs unless authorized by Aetna Properties.

MAINTENANCE PROCEDURES WHEN YOU ARE READY TO MOVE:

Carpet Cleaning

Tenants are responsible for maintaining carpets and flooring at their own expense. Tenants will not be reimbursed for machine rentals or for hiring any outside cleaning service.

Replacements

Tenants are responsible for any missing or non-working light bulbs (including appliance bulbs), filters and smoke detector batteries. To avoid added fees, please ensure these items are replaced and in working order.

Pest Control

If ants, spiders, cobwebs, etc., are found upon inspection of the property, fees for minimum insect control will be passed on to tenant.

Draperies

DO NOT machine wash draperies. Please have draperies professionally dry-cleaned only if excessively soiled or water damaged (e.g. open windows, etc).

Landscape

This applies to any outside areas specified in your contract. Applicable areas are to be neatly mowed, trimmed, pruned, fertilized and altered. All trash and debris must be removed, and any animal feces picked up (whether or not you have an animal).

Trash

Do not fill dumpsters with furniture, mattresses, box springs or any personal items. Trash exceeding normal pickup must be hauled away. Hauling fees for any items or debris left behind will be passed on to tenant.

Paint

DO NOT putty, spackle, or touch-up paint. If you paint and it does not match the existing paint, we will need to retouch these areas and must pass the expenses on to you.

Cleaning

The property must be cleaned extensively throughout the interior and the exterior. This includes windows inside and out, window tracks and sills, doors and door casings, mini-blinds, window coverings, inside and out of all appliances, light fixtures, ceiling fans, shower doors and tracks, heater panels and vents, and any areas with mold/mildew. Tenants are also responsible for cleaning and sweeping out storage closets, garage or carport, balconies and /or patios. See Move-Out Instructions for more detailed cleaning requirements.