

## Handy Maintenance & Weather Tips

Here are some helpful tips that can ease the most common maintenance requests; these should serve as a tool to check for issues.

**Please submit Maintenance Requests online directly thru your Tenant Portal, or call us at #773-270-5489.**

### **Emergencies: Please call 911 first!**

Then call Fairmont Property Management at #773-270-5489 while in a safe and secure place.

**AN EMERGENCY IS CONSIDERED ONE IN WHICH LIFE IS THREATENED OR DAMAGE TO THE PREMISES IS IMMINENT.**

### PLEASE CALL FAIRMONT IMMEDIATELY at #773-270-5489 when:

1. No Heat in unit. (Only after checking that your thermostat was on and set correctly, and no windows/doors were open.)
2. Pipe leaking water, or water overflowing from clogged toilet/tub, and is uncontrollable. (Leaky faucet can wait until the next business day.)
3. No electricity in unit because the circuit blew (NOT for non-payment of your bill), and you do not have access to the fuse box.

### Utilities Tips:

**If you smell natural gas:** First check to see if the pilot lights on/in your stove are still lit, if they are not, please light them.

- If you still smell gas please open your windows & doors to let the gas out, and call the **Peoples Energy 24-Hour Natural Gas Emergencies: 866-556-6002**. (Please note: We are not responsible for any charges from Peoples Energy.)

**No electricity in the entire building:** This is out of our control. ComEd is responsible for providing electricity to the building/city block.

- Please call **Commonwealth Edison at #800-334-7661**, and then please call Fairmont at #773-270-5489 to report so we can let the other Tenants in the building know.

### Bathroom Tips:

**Toilet Clogs:** ONLY toilet paper should be flushed down the toilet. Before you call maintenance, be sure to plunge your toilet and try to unplug the clog, as there will be a fee involved if they find that the clog only needed plunging to fix.

**Toilet Overflow:** If your toilet is overflowing with water, or if you notice water around the base of the toilet, turn off the water valve at the bottom, rear of the toilet. Please wipe up excess water. This will help to prevent any further water damage to your bathroom floor. Please contact us immediately.

**Sink & Tub Clogs:** Please always use strainers to catch debris in all your sinks and tubs. Please DO NOT use ANY Drano/caustic cleaners to unclog your drains as they are very harmful to both the plumbing and our technicians servicing your drains. First try to clean out the drain and if the clog does not lessen, submit a Maintenance Request thru your Tenant Portal, or call us. (Make sure to inform maintenance if you have used any of the drain un-clogging products.) Please note: If it is found that your drain is clogged with hair/personal items/foreign objects, there will be a charge assessed to your account for the call.

### Electrical Tips:

**Electrical circuit overload:** Be careful not to overload the electrical breakers. Most household outlets will only supply a reasonable number of appliances at one time.

- DO NOT overload electrical outlets
- Use surge protectors
- Extension cords are for temporary use only, 90 days or less:
  - Replace cracked or broken electrical cords
  - Do not pinch electrical cords under or behind furniture
  - Never place extension cords across doorways or in an areas where they may be walked on
  - Avoid plugging more than one extension into an electrical outlet

### Appliance Tips:

**KEEP ALL APPLIANCES CLEAN:** If any appliance overheats or smells unusual call the management office or put in a work order request thru your tenant portal.

**Refrigerator:** If your refrigerator goes out, be sure to keep the doors tightly closed to prevent spoilage. Submit a Maintenance request online, or call immediately.

**Dishwasher:** The power switch is located either on the wall by the DW, or look under the sink/counter cabinet to find the switch.

- **Please use proper detergent:** Use only dishwashing detergent in the dishwasher. Severe damage to your appliance can be avoided by using the appropriate cleanser.

**Dryer Lint Trays:** Clean out & through away the lint after every drying cycle.

**Range/Oven:** Immediately wipe up range/oven spills immediately, as built-up grease can catch fire.

• **DON'T USE A FIRE EXTINGUISHER ON GREASE FIRES**

- Pan Fire: Smother the fire by sliding a lid over the pan, turn off the burner and wait until it's cooled.
- Oven Fire: Keep the oven door closed. Turn off the heat.

**Microwave Fire:** Keep the door closed, turn off the microwave and unplug if deemed safe. Have the microwave serviced before using again.

**Heat & A/C Tips:**

**NO A/C:** If the A/C unit runs continuously and does not blow cold air, OR if you see ice forming on the exterior of the A/C unit, turn off the unit and please call us immediately.

**NO Heat:** Check your thermostat setting to be sure you have the temperature set correctly (68 degrees) and on auto, not fan. Also, check windows to make sure they are completely shut. Please call us immediately if heat is still not on.

**Furnace Closet:** Leave space for air to circulate around furnaces.

**Cold Weather Tips:**

**Plumbing:** Frozen pipes can burst and cause significant damage.

- If you pay for heat, you are required to maintain an active utility account to keep your unit heated. The City of Chicago mandates minimum required heat settings be 66-68. Inability to maintain your utility accounts is a violation of your lease.
- If you are going to be away from your unit for any amount of time during the cold weather months, please make certain you leave your heat on and set properly to avoid frozen/damaged pipes.
- In extreme cold, tenant(s) may want to leave their faucet(s) slightly on (very slow drip) in order to prevent pipes from freezing/bursting.
- Damages to your personal property as a result of frozen/burst pipes is NOT the responsibility of the property or it's insurance. Your Renter's Insurance should be helpful here.

**Windows:** Check all windows to see if they are completely shut, or have any cracks; if found please let us know immediately.

**Fire and Life Safety Checklist**

**Smoke Alarms:** When the alarm sounds, GET OUT and STAY OUT until safe to re-enter

- Test smoke alarms once a month
- Change smoke alarm batteries at least once a year
- Keep smoke alarms clean and do NOT remove the battery(ies)

**Carbon Monoxide Alarms** – (as needed in residences with all types of fuel burning appliances or attached garages)

- Carbon monoxide is a colorless, odorless and tasteless gas that can be fatal
- If you suspect carbon monoxide leave immediately and call 9-1-1