

Tenant Repair Troubleshooting

Below are some troubleshooting guidelines to help you resolve common issues you encounter while renting with us. If you continue to have a problem, please feel free to call our office for further assistance or submit a maintenance request. Maintenance requests can be submitted by using the online tenant portal, emailing office@mmramanagement.com or physically in writing.

After Hours Emergency

To obtain our emergency pager, please call: (360) 599-2200. Prior to calling this number, please refer to the tenants repair trouble shooting guide below. Please do not email if it is an emergency.

Alarms

Security Alarm: If you come home and the alarm is either flashing or beeping, this may mean there was a power surge to the property. Disarm your alarm and wait 20 seconds, then recode the alarm. This should stop the flashing and beeping. If the beeping is still going, then the battery needs replacing. This can be handled the following business day.

Smoke Alarm: If the smoke alarm is beeping, this means the battery needs changing. This can be handled the following business day or right away by purchasing a new battery. If the problem persists, please notify us immediately.

Leaks

If you notice a leak, please contact our office right away to avoid further damage.

Leaking Toilet: If you notice condensation around the toilet, turn on the bathroom fan when showering and leave running for 30 minutes afterwards. If there is a window in the bathroom, open the window for better ventilation. For leaking or running toilets, please call our office. Regular mopping and turning off the tap between uses is adequate until the technician arrives.

Drainage

Blocked Kitchen/Bathroom Sinks and/or Tub Drains: Try using some Drano or other like product to free the blockage. You can also try pouring boiling water down the drain. If this does not work, remove the drain stopper and clear the clog out manually. A plunge or plunger will also help clear easy blockages from bits and pieces.

Garbage Disposal: If your waste disposal seems to be blocked it usually means the wrong thing was put down it. Avoid putting the following down the drain/disposal:

- Glass, plastic, metal, paper, cigarette butts, tea bags, coffee grinds, animal bones, pasta, rice, grease, oil, fat or starchy foods like potatoes or potato peels.
- Fibrous material like corn husks, celery stalks, onion skins, banana peels and artichokes.
- Leave the motor and water running until grinding is completed. When grinding is complete, turn off the garbage disposal first then let water continue to run for at least 15 seconds, flushing out any remaining particles.
- Don't put overload the garbage disposal. Feed food into the garbage disposal a little at a time with the cold water running; this will help the food scraps flow down freely through the drain pipes and plumbing.

Prior to work, turn off power at breaker and unplug the unit. Remove any solid articles that may have been dropped down, i.e. cutlery, etc. Once it is unblocked, find the reset switch located under or side of the waste unit. If the problem persists, please call our office during business hours.



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Electrical

Most commonly, loss of power to a concentrated area of the house is due to a flipped GFCI or breaker.

No Lights and Power Points: First, does a light bulb need replacing? If not, check that a GFCI has not been tripped and then check your fuse box. If there has been an overload, the safety switch may need re-setting.

Faulty Switches or Fans: Do not attempt to fix or use switches. Please contact our office.

Electric Garage Door Not Opening: The remote may need new batteries; if new batteries do not fix the issue, the remote may need replacing. If the garage door is not opening by remote or button on the wall this may mean the property has had a power surge. You will need to re-set the door or exit/enter the garage manually. To re-set the garage door:

- Go to the fuse box and turn all fuses to the OFF position
- Push the TEST buttons (usually 2 or 3 test buttons to push) and reset them
- Switch all the fuses back ON
- Try the button on the wall or the remote, this should get the door to open

To open the door manually, convert the garage from automatic to manual by using the pulley above the light. Push the door up whilst in manual position

No Power: There may be a fault in the street; contact your electricity supplier to see if they know why the power is out. Check the fuse box. There may have been an overload and the safety switch has been activated and needs re-setting. In this case, go to the breaker and flip all the switches to the OFF position, then back ON.

Electrical: Kitchen Appliances

Microwave, Stove, Oven, Refrigerator, Waste Disposal: All of these are connected by a number of switches that is placed on the wall in close proximity in the kitchen area. The reason these switches are there is in case of an emergency, so that they can be turned off quickly. Usually they are either on the wall within sight or in the pantry approximately waist height.

Waste Disposal/ Garbage Disposal: Check to make sure the switch under the kitchen sink is on. Make sure the plug is completely pushed in. You can re-set on the safety switch (overload button) by pushing a little red, green, or black button underneath the bottom of the garbage disposal unit.

Stove Element Not Working: Check to see if the safety switch on the wall is turned on and check the fuse. If your stove has an element that can be removed, compared to the glass top elements, check the connectors to make sure they are not loose or dirty. Sometimes pulling the elements out and cleaning them and putting them back in again may fix the problem.

Dishwasher: Make sure the door is closed properly, check that the plug is completely inserted and switched on, that the safety switch on the wall is turned on and the safety overload switch on the fuse box. Prior to running the dishwasher, run hot water in kitchen sink until the water gets hot. Use proper detergent. If these do not resolve the issue, please contact our office.

Refrigerator/Freezer: Keep space between the fridge and the wall to allow for air flow. Vacuum coils as necessary. Clean seals to allow door(s) to close properly.

Washer: Check the pockets of all clothing items prior to washing. Do not overload the washing machine. Use the proper detergent. Make sure the lid is closed all the way before running washer.

Dryer: Empty lint screens after every use. Use exhaust fan during use.



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