

TROUBLESHOOTING GUIDE

IF YOU HAVE A MAJOR WATER LEAK AND NEED TO SHUT OFF THE WATER IMMEDIATELY: LOOK FOR THE CITY WATER METER BOX LOCATED IN YOUR FRONT OR SIDE YARD. IT IS IN THE GROUND AND HAS A TURN OR SPIGOT HANDLE THAT CAN BE TURNED TO SHUT OFF YOUR WATER SERVICE. TO LOCATE THE BOX LOOK ON THE GROUND STARTING FROM THE STREET UP TOWARDS YOUR UNIT. IT CAN BE NEAR A DRIVEWAY, A BUSH OR SOMETIMES IN THE MIDDLE OF THE YARD.

CALL 891-4968 IF YOU CANNOT SHUT OFF YOUR WATER

Turn handle or spigot until the meter stops spinning. Use the pictures below for reference.



WATER:

For non-emergency water leaks and drips coming from a faucet or overflowing toilet, you can use the shut-off connected to the water supply line. It is usually under the sink or behind the toilet. Turn the handle until the water stops.

Use the picture below for reference.



TOILETS:

If your toilet is stopped up, it is your responsibility to unclog it. Try a plunger first. If you cannot get it unclogged you can call us during normal business hours and we can try to help for a nominal fee at our convenience, but we do charge. You can always call a plumber, but that can be expensive. Always check to make sure that no one who has entered the property has flushed anything non appropriate down the toilet. The most common clogs come from feminine products and the use of too much toilet paper. If you do not believe that you have caused the clog, it may be a line problem, submit a work order and do not use your toilets or drains.

If your toilet is running take off the toilet tank cover and check to see that the flapper has a complete seal to the drain valve. Many times the toilet chain can get stuck under the flapper. If any part of the mechanisms inside are malfunctioning shut off the water to the toilet using the shut-off valve described earlier in the guide. Then submit a work order.

Use the picture below for reference.



If you have any leaks from sink drains, discontinue using the sink and submit a work order.

Any other water problems such as water heater leaks, yard leaks, or slab leaks (water coming up in the floor of the house,) shut off all of your water

service and submit a work order. Check emergency water shut off at the beginning of the guide.

ELECTRIC:

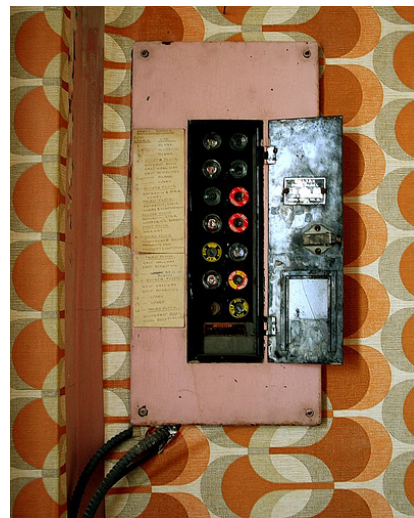
Checks to see if anyone has recently plugged in an electric device into an outlet, if so unplug it. Go to the electric breaker box. It can be located in several different places. Check hallways, utility rooms and bedrooms, these are the most common places. Open the panels cover and see if you have standard breakers, if so check for any that may be tripped. They will be switched to the off position, opposite of the active breakers. Push the breaker back to the on position, if the breaker pops back off, leave it alone and call the office.

*If you do not have standard breakers and have fuses you will have to call us to replace them. **DO NOT ATTEMPT TO CHANGE A FUSE ON YOUR OWN.**

Use the pictures below for reference.



Standard Breaker Box



Fuse Panel Box

**DO NOT ATTEMPT TO DO ANY ELECTRICAL
WORK!!!!!**
SUBMIT A WORK ORDER.

**IF THE POWER IS OUT COMPLETELY CHECK THE REST OF
THE NEIGHBORHOOD, IF THERE IS NO POWER ON IN THE**

**UNITS OR HOUSES NEAR YOU, THERE IS PROBABLY A POWER
OUTAGE. ALSO CHECK TO MAKE SURE THAT YOU HAVE PAID
YOUR BILL. CALL 891-4968.**

**FOR ANY FIRE OR CRIMINAL EMERGENCY
PLEASE CALL 911 IMMEDIATELY!!!!**

Hopefully the material contained in this guide will help you with most emergencies. Any other problems you may have such as: broken windows, appliances, electrical fixtures, doors, walls, floors, ceilings and anything else. Please submit a work order.