



Maintenance Policy

Dear Valued Resident,

Please read and familiarize yourself with our Maintenance Policy. Please note you should no longer call or text the mobile phones of our staff members. You will get one reminder (not to contact our staff by their mobile phone) and then you will be charged \$10 per text or call thereafter. We can handle both normal and emergency request most efficiently (for us, but more importantly, for you as our valued residents) via the procedures provided in this Maintenance Policy.

Please recognize that the preferred method for notifying us of any maintenance request is by use of your online tenant portal. However, if needed, use this telephone number **614-610-9115** for both corrective and emergency maintenance concerns.

Please take the time to read through this information as it offers you very useful tips & hints for working through your maintenance issues should they occur. Further, we want to make sure you do not incur charges for lock-out/lost key services or using the emergency repair process for nonemergency situations.

Each month our office receives several questions regarding maintenance repairs. This handout was written to help residents acclimate themselves to their new living environment, understand our overall Maintenance Policy including Emergency Maintenance definitions along with contact information needed should you have a maintenance work request.

Thank you for choosing Ravine Ridge Apartments, LLC and Here & There Around Campus, LLC for your housing needs and we welcome you to your new home!

Maintenance Office Hours:

Monday-Friday 8:30am to 4:30 pm
Telephone: **614-610-9115** for both normal and afterhours, Saturday & Sunday/Holidays:

Please do not use the general 614-972-7405 or 614-299-2280 numbers for normal or emergency maintenance request since these numbers are not answered or monitored regularly, so there most often will be a delay to responding to maintenance request if these numbers are used. And never use the mobile phones of our staff to call or text (for any reason) or you will be charged \$10 per occurrence.

FOR FASTER SERVICE, DURING NORMAL HOURS AND FOR EMERGENCIES, PLEASE SUBMIT YOUR MAINTENANCE REQUESTS ONLINE VIA YOUR TENANT PORTAL

Maintenance Requests/Work Orders: Defined

Emergency Maintenance – Emergency Maintenance – Ravine Ridge Apartments, LLC and Here & There Around Campus, LLC offers emergency maintenance service and it is available 24 hours a day. If you experience a life or property threatening maintenance problem, we’re available to assist you. If you experience an emergency maintenance issue report it online through your tenant portal, designating the issue as an emergency, or call the maintenance telephone number at **614-610-9115** and let them know you think the issue is an emergency.

Once your information has been recorded our on call maintenance personnel will be notified immediately and your maintenance emergency will be dealt with promptly.

In addition, once you have contacted us either online or by telephone, you must remain at your apartment so the maintenance technician can reach you by phone. At this time, he or she will make arrangements for meeting you at your apartment to resolve the problem.

Please be advised that this emergency service is for LIFE or PROPERTY threatening maintenance situations ONLY and you will be charged for using the emergency service for nonemergency situations!

The following are considered ***Maintenance Emergencies***:

- No heat when outside temperature is below 50 degrees
- Gas leaks or smell of gas
- Electrical failure not related to breaker or fuse issues or widespread outage caused by weather or accident.
- Overflowing toilet/flooding of your apartment (not clogged toilet)
- Water problems (severe plumbing issues such as pipe burst or roof leaks)
- Fire or electrical sparks (Call 911 first! Then call us.)
- Any unsecured entry or window after a break in

1. ***Corrective Maintenance*** – These are work orders that arise from ordinary wear and tear and/or an unexpected failure of plumbing (water leaks, main building drain back up issues), HVAC (including filters), hot water tanks, appliances, gas or major electric system failures. These types of repairs or service are generally seen as being the responsibility of the landlord and unless repairs are necessitated due to tenant neglect or abuse, will not be charged to the residents account. You can expect a response from our staff within 24 hours from this type of request and on the next business day for requests of this type that are made on weekends and holidays.
2. ***Minor Repairs*** – certain maintenance items may occur during your residency that is considered “minor repairs”. These are service requests that are generally thought to be easily taken care of and, therefore, are the responsibility of the resident. Residents may choose to have the repair completed themselves, or they may contact our office to get the work completed by our maintenance staff. Such work, if completed by our staff, would then be charged back to the resident.

Please read the following guidelines as representative examples of common repairs that you can complete yourself.

Clogged Drains – that are caused by hair, toilet paper, feminine products, or any other miscellaneous objects are not considered normal wear and tear and therefore are the resident’s responsibility. DO NOT use “Drano” or similar type products in the drains as this leads to corrosion of the pipes. If a plunger does not work call a professional drain company or contact our office. A hanger can sometimes clear a clog from a shower drain.

Garbage disposals– that are jammed or broken by glass, utensils, bottle caps etc. or that are overloaded with food, bones, cooking grease or otherwise improperly

operated are considered beyond normal wear and tear and charges for this repair are the responsibility of the resident. To help avoid this problem, make sure that you check the disposal for any foreign objects BEFORE turning it on to prevent any damage to the unit.

Light bulbs & Batteries for Smoke/Carbon Monoxide Detectors - are not replaced by our office during your lease term. Be sure to check that all bulbs and batteries are in working condition before returning your move-in inspection sheet and we will replace them at our expense. After this, it is your responsibility to change them for the duration of your lease.

Any other items that are directly or indirectly damaged due to resident negligence will be charged to your account, so please be careful to treat your new residence as if it were your own home. Please contact your site manager to help you with minor repair questions you may have.

Maintenance Tips and Useful Household Hints:

Contents:

- I. Heat
- II. Air Conditioning
- III. Electricity
- IV. Hot Water
- V. Toilet
- VI. Disposal
- VII. Household Hints
- VIII. Damages to your Apartment

I. NO HEAT

This is only an emergency in extreme cold weather in winter time and when the heater is not working due to mechanical malfunction. If your gas or electric is shut off for non-payment of your bill, call your electric or gas provider.

Gas Heat:

- *Gas service* – If the gas company has not yet been contacted to establish gas service the gas may not yet be turned on and the heat will not work.

- *Thermostat* – Increase the temperature setting to the desired temperature you wish to obtain. Make sure that the thermostat control switch is set for “heat” and that the fan is set to “auto”.
- *Electric* – Switch fan setting on thermostat from “auto” to “on” - if this doesn’t turn the fan on, then your electricity may be experiencing an overload. Check the circuit breaker labeled for “heat” or “furnace” – it should be in the “on” position. If the electricity in your building is in service and you have checked the above steps without getting the heat to work, please submit a maintenance request.
- *Pilot Light* - Open the furnace and visually check for a pilot light. This would indicate that there is gas to the unit. If the pilot light isn’t visible, then you may attempt to relight the pilot. Turn the control valve to the “On” or “Pilot” position. Depress the Pilot button or the Control knob, whichever is present. Quickly place a lit match at the Pilot head while continuing to depress the button or knob. Hold the button in the depressed position for at least 60 seconds. If you are unable to get the Pilot light lit, please submit a maintenance request.

Electric Heat:

- *Thermostat* – Increase the thermostat to the desired temperature you wish to obtain. Make sure that any indicator switches on the thermostat are set to the “Heat” setting.
- *Electric* – Switch the thermostat from “Auto” to “On”, this should start the fan motor. If you cannot hear the fan motor start , the circuit breaker should be checked to be sure that it is in the “On” position.

If none of the above suggestions restore heat in your unit, please submit a maintenance request.

NOTE: Always maintain a clean air filter to provide more efficient operation of your furnace. Please submit a maintenance request indicating you need a new one and we will provide a replacement.

II. NO AIR CONDITIONING

Failure of the AC system is NOT an emergency. Please report the problem during regular office hours. But try these things too!

Window or sleeve type – Be sure the unit is set to the “On” position and the “Exhaust” switch is in the “Closed” position.

- Filter – Be sure the filter is relatively clean and free of dust/debris.
- Electric – Make sure that the unit is plugged into the electrical outlet. The unit will have a circuit breaker that also controls power to the outlet, be sure that it is in the “On” position.

If the unit is operating but not cooling, SHUT THE UNIT OFF and submit a maintenance request.

Central Air Conditioning – NOTE: Air conditioning units are sized to the apartment based upon the type and size of the apartment/home and the approximate average high temperature for a given geographic area. If the temperature within the apartment is cool and the total reduction is 15 degrees cooler than the outside temperature then the unit is most likely cooling to its’ capacity. Also, if the unit has only been operating for a short period of time and the outside temperature is very hot and humid; the system may not be able to reduce the apartment temperature sufficiently. To cool the apartment, the air conditioner will need to operate for an extended period of time. To maintain it at the desired level it may require constant operation of the air conditioning system. The A/C functions for two purposes: to deliver cool air and also reduce the humidity level in your home. It is not a “quick” reaction.

- Thermostat – Decrease the temperature setting sufficiently to run the A/C. Make sure that all thermostat control switches are set to “Auto” and “Cool”.
- Electric – Move the thermostat fan control switch to the “On” position. If the fan begins to operate, then there is electric to the A/C system. If the fan remains dormant, check the circuit breaker to ensure that it is in the “On” position.

If the above steps do not successfully restore operation of the A/C unit or if you notice any ice formation on the lines or unit - SHUT THE AIR CONDITIONER OFF immediately and submit a maintenance request.

III. NO ELECTRICITY

Blown fuses are not considered after-hours emergencies. Please familiarize yourself with your fuse panel and/or breakers. In some instances, the fuse

panels or breaker boxes may be in both the apartment and the basement. You are responsible for keeping 15 or 20 amp fuses on hand just as you are responsible for your own light bulbs.

- *Breakers/Fuses* – Be sure that all breakers are in the “On” position. If you have fuses instead of circuit breakers, be sure to replace any damaged/blown fuse with one of the exact same amperage rating.
- *Power Outage* – Should the power be out in your entire building and/or your surrounding neighborhood, please contact American Electric Power (AEP).

If the above suggestions do not restore power in your unit please submit a maintenance request. Electrical outage may be considered an emergency ONLY if there is no electricity throughout the unit AND:

- you have called AEP & AEP is not at fault
- you have checked all circuit breakers by flipping them hard to the OFF position and then hard to the ON position and have reset any and all GFI breakers (these are the little buttons sometimes found on outlets in bathrooms, kitchens, laundry rooms, and garages) OR any fuses have been checked and replaced if burned out.

IV. NO HOT WATER

This may be considered an emergency ONLY if there has been no hot water for an extended period of time: days not hours. In the event of no hot water, and it is not during normal business hours, we may be unable to repair the problem in as timely a manner as we would like, so be resourceful in the meantime.

Gas Service – If the gas company has not yet been contacted to establish gas service, then the gas may not and the heat will not work.

Pilot Light – Gas water heaters have very simple controls. The continuous pilot ignites gas on the saucer shaped burner whenever the thermostat indicates that the water temperature in the tank is below the required temperature. Therefore, there are only a few problems that will occur and prohibit hot water production. Most often the pilot light will have gone out which will disable the appliance. To re-light the pilot, turn the control knob to the “Pilot” setting. Depress the “Pilot” button or the control knob. This will allow gas flow to the pilot head. Quickly place a lit match at the pilot head while you continue to depress the button. Hold for 60 seconds and release, and then rotate the knob to the “On” position.

Electric Hot Water Tank ??

If relighting the pilot does not restore hot water or the pilot won't stay lit, please submit a maintenance request.

V. Toilet

Toilets work by suddenly releasing the tankful of water that flows through the bowl with enough force to flush waste through the bowl. This operation consists of two parts: the intake (and storage) of water and the flushing. The tank contains two separate mechanisms to achieve these functions.

Intake consists of the supply line, water intake valve and bowl refill tube. When the tank is empty the float slides down to its lowest position, opening the water intake valve. As the water rises it carries the float up until it closes the intake valve. During tank refill the small tube that leads to the overflow tube in the center of the tank refills the bowl.

There are numerous ways that the refill system can leak. The only thing you need to know about correcting leakage is to turn off the shut-off valve (typically below the toilet tank on the left or right side coming out of the wall or floor) and then submit a maintenance request.

The flush system consists of the trip lever and the flush valve. When you push the trip lever, it lifts the flush valve (flapper) which floats while the tank empties into the bowl. When the tank is empty the flush valve settles onto its seat, the water intake valve opens and the tank refills.

Clogging in the trap or at the wax ring (underneath the bowl) is the chief source of problems. When clogging occurs, it is almost always someplace within the trap of the bowl. If small items such as Q-tips, medicine bottles, or chicken bones are flushed, they can stick somewhere in the system where they cannot be removed by a plumber's snake or plunger. If this occurs the toilet will need to be removed. However, clogging caused by too much tissue, etc., can usually be broken up by using a plunger.

Some things to know when dealing with toilet clogs:

- The water in the tank is clean. It is quite safe to reach in the tank to manipulate the flush valve.
- The flush function can be stopped to prevent overflow by pushing the flush valve (flapper) against its seat at the bottom of the tank.

- The bowl will hold an entire flush. **Never re-flush** until the water level in the bowl is back down to its normal level. When leakage has caused the shut off valve to be closed, the toilet can be flushed by suddenly pouring about 2 ½ gallons of water into the bowl. In the case of a minor leak you, you can open the shut off valve long enough to fill the tank.
- Sometimes it is important to access the flush mechanism **quickly**. Keeping fragile trinkets on the toilet tank lid is not good practice.
- Chemicals placed in the tank or bowl does little good and sometimes causes leakage around the tank gaskets. Instead, pour a cup of laundry bleach in the bowl once a week.
- **NEVER USE DRANO IN TOILETS.**
- Residents should consider purchasing a plunger for use with most minor clogs of the toilet bowl.
- Lastly, **the toilet is designed for the obvious use ONLY.**
- Dispose of all other items in the proper receptacle.
- It's a good idea to open the tank and watch while you do a couple of flush and refill cycles, so you can begin to understand how the system works.
- A clogged toilet may be considered an emergency ONLY if there is only one toilet in the unit AND you have made every effort, including plunging, to clear the stoppage yourself. In any case, turn off the valve behind the toilet, shut the lid and clean up any mess – due to health issues Here & There Around Campus representatives will generally not begin work until the area is cleaned up and essentially free of bacterial contaminants.

VI. DISPOSAL

Most disposal problems can be effectively remedied by using the reset button located at the lower end or bottom of the unit. This button restores power to the disposal, if needed. You may also need to check your circuit breakers to be sure that all are in the “On” position. If this does not work then please submit a maintenance request. At times, the disposal can become clogged which may cause a clogged drain and even affect your dishwasher (if applicable). You will want to try and unclog the disposal yourself if this happens. Most disposals are equipped with a small wrench that is very effective in freeing up an inoperative/jammed disposal. Place one end of the wrench in the bottom of the disposal and turn it until it dislodges any foreign materials.

VII. OTHER :

Flooding of your Apartment- Call immediately if there is risk of damage to possessions or the property and you cannot contain the leak. Turn off the water valve to the broken pipe or to the exterior water main, if you can locate it, until maintenance arrives. Do everything within your power to contain any leaking or flooding and, if necessary, contact other residents who may be affected by the leak.

Cold weather instructions – Do not turn your thermostat below 64 degrees during the winter months. If freezing of pipes occurs, you may be held responsible for all damages. Plastic window kits may help drastically to reduce drafts and can be purchased at most hardware or home improvement stores.

Disposal care - Always keep water running when using the disposal! Place food into disposal in small amounts so that it doesn't jam the disposal blades. And, of course, KEEP YOUR FINGERS AWAY FROM THE BLADES! To keep your disposal clean and fresh, periodically run a few ice cubes with a quarter cup of water through your disposal.

Counter Top care – Soapy water is the best cleaner for your counter top. Beware of bleaches and/or abrasive scrubs as they can permanently stain and scratch your counter top. Always use a cutting board or chopping block when using knives or meat shears on the kitchen counter.

Refrigerator care – Be sure to keep your refrigerator running at top efficiency by keeping the cooling dials set at the halfway point. Doing this will not only help you save on your electric bill, but it will also preserve your food better. Also, keep all coils (located at the rear of the refrigerator) clear of any dust/lint and occasionally wipe down the rubber gasket seal around the refrigerator and freezer doors with soapy water. This will also help with the efficiency of the appliance.

Dishwasher care - The most important thing you can do to maximize the effectiveness of your dishwasher is to load it properly and to use the correct kind of detergent. Load your dishes in the provided areas and avoid overloading each level. The water blades of the appliance can break glasses if they are not properly placed into the upper basket. Always use **dishwasher detergent only**, regular dish washing soap is for doing dishes by hand and will cause a sudsy mess if used in the dishwasher.

Ovens & Ranges – If your gas range and/or oven is not working, first check the pilot light. If your range/oven is electric, check your circuit breakers and be sure they are in the “On” position. Do not use flammable items on the stove or in the oven, this includes plastic spoons/spatulas and pizza boxes. **Keep your range and oven clean and free of grease and all burnt on/stuck food by regularly cleaning with hot and soapy water after cooking.**

Carbon Monoxide Presence - If you have gas heat or water, you will have a carbon monoxide detector installed. Carbon monoxide cannot be smelled. If your carbon monoxide detector sounds, take the following action:

- If no one is exhibiting symptoms of CO poisoning, then check the detector. If it is a battery operated one, take it outside. If it continues to sound, it is defective (or the battery is low).
- Otherwise, get all family members outdoors immediately
- Call 911

It is preferred that you leave all windows and doors closed provided everyone has left the apartment. This will allow a more accurate reading of CO levels to be measured when the Fire Department responds. Any open doors or windows may allow CO gases to dissipate before the arrival of the Fire Department.

Noise Complaints or Security Issues - Please contact the Police @ 911. (If the problem is not serious enough to involve the Police, you still may wish to make us aware of it, so we can address the issue properly, by submitting a maintenance request. However, please DO NOT call the emergency telephone number for this purpose

Locked Out of Your Apartment, or any problem involving your lock and/or key -

If you lock yourself out of your apartment, you will need to call a locksmith. Lock-outs are not after hour emergencies. A fee will be charged if you request one of our staff to unlock your door. The charge will be \$50 during normal working hours, but will be more afterhours, weekends and holidays depending on the drive time and distance for the on-call staff person. THE LOCK MAY NOT BE CHANGED unless absolutely necessary – and it is the

Resident's responsibility to ensure that any new lock is re-keyed to our masters.

VIII. DAMAGES TO YOUR APARTMENT

We encourage all residents to treat their apartment as if it were their own. In the event of any damages that may occur, we expect residents to submit a maintenance work order so that an inspection of the apartment and any repairs can be determined. Please refer to your lease documents for any specific questions regarding your responsibilities toward repairs. Residents will be charged for any repairs that are beyond normal wear and tear, and those repairs that were necessary as a result of the resident's negligence.

Please refer to the Damage Charge Sheet found with your lease documents for a list of common repairs along with the average price for each. Be informed that these prices are approximate and taken from previous billings and do not guarantee that such repairs completed in the future will be at this exact rate.