



MAINTENANCE INSTRUCTIONS ATTACHMENT A

The following are maintenance instructions for properties managed by Alliance Property Management.

Use the following numbers to report maintenance

Office Hours, weekdays	707-524-8380	• Choose the appropriate voice mail selection for maintenance
EMERGENCY ONLY After Office Hours, Weekends & Holidays	707-328-6020 Emergency Pager	• If it is an emergency, listen to the emergency instructions CAREFULLY, and leave the information needed. <u>Be sure to leave all necessary telephone numbers where you can be reached.</u>
Non-Emergency After Office Hours, Weekends and Holidays	707-524-8380	• If it is a non-emergency, leave a message and your call will be returned the next business day.

PROCEDURES FOR REQUESTING MAINTENANCE:

1. BEFORE CALLING, check to see if there is something that could be causing what APPEARS to be a repair problem. Examples of this specifically are listed on the following page. Be sure to read these examples carefully.
2. DETERMINE IF IT IS AN EMERGENCY OR A NON-EMERGENCY ITEM.
3. EMERGENCIES
 - There are FEW emergencies.
 - Definition of an emergency: A life threatening situation such as a fire, flood and/or uncontrollable water, electrical problem, smell of gas, etc.
 - Emergencies causing immediate danger such as fire call 911
 - Emergencies involving gas call PG&E (800-743-5000) and if necessary, 911
 - Emergencies involving IMMEDIATE electrical danger, call the utility service.
 - Emergencies such as backed up plumbing, flooding, call the Alliance Property Management number (707) 328-6020, and listen for emergency instructions and if necessary, call 911.
 - An emergency is NOT heat - Alliance Property Management recognizes this is a priority item and will make it a priority with the vendors to have the heat working as soon as is possible.
 - An emergency is not air-conditioning, non-working dishwasher, sprinklers, etc.
4. IF IT IS A NON-EMERGENCY, PLEASE DO THE FOLLOWING:
 - AFTER OFFICE HOURS, call the office of Alliance Property Management, (707) 524-8380 and pick the maintenance option. Be sure to leave a complete message with RETURN telephone numbers. Be sure to follow up during daytime hours in the event the voice mail system fails or you fail to record your message.
 - DURING OFFICE HOURS:
 - Call (707) 524-8380 and inform the party answering the phone maintenance is needed. Do NOT ask for a specific party - this will slow the process of your request.
 - Explain your problem clearly and calmly, giving your name, telephone numbers & address. A work order will be immediately written for you.
 - A vendor will be assigned and will contact you. Vendors are not given keys to the property and vendors are required to make appointments with all tenants. Alliance Property Management will NOT release keys to vendors.
 - Remember, this is a NON-EMERGENCY item and in most cases, the vendor will not be able to make an appointment immediately.
 - Failure to show at an appointment will mean a charge to you. Therefore, be sure to call if you are unable to make the appointment.
 - If you do not hear within 7-10 days, call the Alliance Property Management office and inform them you have not heard from a vendor. An Alliance Property Management staff member will contact the vendor to find out the cause of the delay & inform you as to when service can be expected.
 - If after a repair has been implemented & you are still having difficulty, be sure to call and state you had a recent repair and there is still a problem. Recent repair means within the last 60

Maintenance instructions, continued:

days and pest control work means within 30 days. If you fail to report this and there is further damage, you may be responsible for the cost of the damage.

CHECK THE FOLLOWING, IF APPROPRIATE, BEFORE CALLING:

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 time bake WILL NOT HEAT.
2. Air-conditioner does not work. Check ALL circuit breakers often during hot weather or if a circuit breaker overloads, it will trip off the circuit A/C breaker. Often it is difficult to see that the breaker is tripped and it will look like it is not. Therefore, the breaker must be turned all the way off and then all the way on. The breaker must be turned all the way off because it will not "reset" itself to correct the problem.
3. Garbage disposal does not work. Check underneath on the disposal unit for the reset button that may need to be reset. If something is stuck & the blades do not turn, try putting a broom handle down the disposal & give it a twist. This will often break the disposal loose & it will work. Be sure garbage disposal is turned OFF while doing this.
4. Electrical does not work in part of the house.
 - Check for the GFI plug, which is usually located in the garage, patio, kitchen or the bathroom.
 - Reset the GFI plug and most likely, it will restart the electrical.
 - Sometimes there is more than one GFI; it is a good idea to check around the house to be aware if an electrical problem should occur.
5. Circuit breakers keeping going off. Check all appliances to see if the 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 have to be replaced and if a 9-volt battery does not work, call in a work order. Tenants are responsible for the replacement of batteries.
 - Normally the smoke alarm will emit a beeping sound when the batteries are not working or losing their charge.
 - Test smoke alarms every thirty days and report to Alliance Property Management if the smoke alarm is not working. Remember a smoke alarm is for safety and it is very important to check it regularly to see if it is working

TENANTS ARE RESPONSIBLE FOR THE FOLLOWING ROUTINE MAINTENANCE:

1. Fireplace Maintenance
 - Be sure to open the vent before starting any fire. If unfamiliar with how to do this, call Alliance Property Management for help.
 - If smoke is coming out of the fireplace, put out the fire immediately and vent the house.
 - Do not use soft woods in fireplaces such as pine, fir & redwood or logs purchased as Duralogs, Duraflame, etc. These woods & logs cause a coating in the flue, which can cause fires. Use woods such as oak, almond, walnut, etc.
 - Do not overfill the fireplace and create a blazing fire that could cause damage to 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 the garbage can in the garage or against the house
 - Store any warm or hot coals AWAY from any combustibles or house for at least two (2) days before disposing of them and check them before disposing.
2. Normal insect control
 - Tenants are required to perform normal insect maintenance
 - At all times, when storing pesticides, Tenants are to be careful of the safety of children & animals.
 - Indoor insects -fleas, ants, spiders, silverfish, etc.
 - To use: Follow the instructions on the cans, cover all food & dishes, remove all adults, children & animals from the inside, & leave for approximately for four hours.

Maintenance instructions, continued

- Outdoor Insects: Ants, fleas, grasshoppers, etc.
 - DIAZANON GRANULES or similar granules 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 & very effective.
 - Spiders - use liquid Diazanone or a premixed insecticide. Follow the directions on the package.
 - Snails, sow bugs, and slugs, etc.–
 - Bait may be purchased at the garden supply store.
 - Follow the directions on the package.
 - Rodent Control - For ordinary mice, there are several common controls that can be bought at grocery or garden supply stores such as Decon.
 - If the insect problem persists, call Alliance Property Management.
- 3. Landscape & watering
 - Where indicated on your rental contract, maintain exterior landscape by mowing, trimming, weeding, fertilizing & watering.
 - If there are sprinklers, be sure to monitor the level of water needed and if necessary, contact Alliance Property Management for additional help or instruction.
 - Keep all landscape watered unless a Homeowner's Association controls it.
 - Pick up all pet droppings on property. Keep pets, if applicable, from causing damage.
 - If there is a pool, it is necessary to maintain the water level and report if there is a problem with maintaining the water level, as this may indicate a leak in the pool plumbing
- 2. Replacement of:
 - Light bulbs – replace where one is burned out with correct size.
 - Furnace & air-conditioning filters -
 - Replace at a MINIMUM every three months and with the correct size. The size is stamped on the side of the filter and an arrow indicates the direction of the airflow.
 - Smoke alarm batteries -
 - Check to see if the batteries have to be replaced and if a 9-volt battery does not work, call in a work order. Tenants are responsible for the replacement of batteries.
 - Normally the smoke alarm will emit a beeping sound when the batteries are not working or losing their charge.
 - Test smoke alarms every thirty days and report to Alliance Property Management if the smoke alarm is not working. Remember a smoke alarm is for safety and it is very important to check it regularly to see if it is working.
- 4. Proper disposal of:
 - Toxic waste such as oil, antifreeze, batteries, solvents
 - Garbage in proper containers provided and in accordance with city and/or county rules
 - Holiday decorations & lights.
 - Lights are to be hung properly and carefully checked. They are only to be up during the season and immediately removed.
 - Christmas trees are to be properly removed.
- 5. Cleaning and maintenance of the property
 - Kitchens
 - Keep all food cleaned up at all times and oven/stove hood vents cleaned regularly.
 - Keep all ovens cleaned regularly.
 - If the oven is a continuous clean oven, do not use an oven cleaner. This will only ruin the continuous clean oven. On continuous clean, turn on to 450 degrees and leave on for several hours. High heat helps the cleaning process. Then wipe out. Do not leave oven on & unattended when leaving house.
 - On regular ovens use an oven cleaner such as Easy Off.
 - On self-cleaning ovens follow the cleaning directions.
 - Bathrooms
 - Prevent mildew & mold from accumulating.
 - If mildew & mold appear, use a product such as X-14 or Tilex to remove immediately.
 - Keep bathrooms properly ventilated to prevent mildew & mold from happening.
 - Use an exhaust fan or window, while taking showers & for an extended reasonable time afterward.

Maintenance instructions, continued

- Carpets & flooring are to be maintained by tenants during tenancy 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 steam cleaned when appropriate and upon vacating the residence
- Windows & window furnishings
 - Maintain cleanliness of windows & window furnishings as appropriate
 - Close windows against the elements of weather when appropriate to avoid damage to interior

IT IS THE RESPONSIBILITY OF ALL TENANTS TO REPORT ALL REPAIRS/MAINTENANCE PROBLEMS

- Failure to do so can mean Tenants may be responsible for damages:
- Report any sign of mold in the property immediately.
- All toilet & faucet leaks and any plumbing backup
- Electrical problems
- Heating & air-conditioning problems
- Inoperative smoke detectors
- Faulty appliances supplied in property
- Roof leaks
- Broken windows & doors
- Fence repair.
- Malfunctioning sprinklers
- Any other necessary repairs or unsafe condition
- Major pest control items such as bees, cockroaches, rats, termites or other major infestations.

TENANTS WILL BE RESPONSIBLE FOR THE FOLLOWING CHARGES:

- If there is a service call and a breaker is tripped.
- When oven is on time bake and is not defective.
- When sewer stoppage is caused by tenant(s) placement of debris in line such as toys, tools, diapers, rags, sanitary napkins, extensive toilet paper, etc.
- If the Tenant fails to report necessary repairs.
- If the Tenant fails to meet a vendor at an assigned appointment and there is a vendor charge.
- If the Tenant or Tenant's Guests or Invitees, cause damage to the property
- If the Tenant's pet causes damage to the property.
- If the Tenant reports a repair which does not require service.
- If the Tenant fails to replace battery for smoke detector or battery for remote door opener and causes a service call for only battery replacement.
- For replacing doors, jambs, broken glass and/or windows unless the Tenant provides a Police Report detailing the cause of the problem showing forced entry by others.
- For carpet cleaning while living in and upon vacating the property.
- For damage, which is caused to the walls, carpets, floors, etc. because the Tenant left the windows or doors open during rain or wind.
- Any damage to the property caused by Tenant's guests or invitees.

TENANTS ARE NOT TO DO THE FOLLOWING

- Do NOT wash draperies. Call the Alliance Property Management office 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, landscaping of the property without prior permission from Landlord or Landlord's Agent.
- Do NOT perform repairs unless authorized by Alliance Property Management.
- Do NOT deduct any unauthorized or pre-authorized maintenance expense from your rent. **IF** Alliance Property Management authorizes you to perform any maintenance, you must submit ALL receipts for reimbursement.

WHEN YOU ARE READY TO MOVE, THE FOLLOWING WILL BE REQUIRED:

- **CLEANING:** Have the property clean throughout the interior and the exterior.
 - This also includes vinyl or tile floors, windows insides & out, window sills & door casings, mini-blinds, wiping out drawers & shelves appliances, sinks, toilets, bath tubs, showers, vanities, light fixtures, fireplaces, removal of cobwebs inside & out, etc.
 - Leaving a property dirty is not considered normal wear & tear.

Maintenance instructions, continued:

- CARPET CLEANING: You are expected to have the carpet professionally steam cleaned upon vacating the residence.
 - DO NOT rent machines from a store or use home cleaning machines or employ chemical cleaning. Only professional steam cleaning is acceptable. If you wish, please call for Alliance Property Management's carpet cleaner so you can receive reasonable rates. If you hire another carpet cleaner, BE SURE the carpet cleaner will guarantee their work to Alliance's satisfaction. You must produce a receipt at the walk through inspection.
 - Tenants please note: Alliance Property Management will not reimburse for any carpet cleaning contracted by tenant.
- DRAPERIES:
 - Do not wash draperies.
 - You are not expected to dry clean draperies unless:
 - You have caused excessive soil or allowed water damage from open windows.
 - You have not been using the draperies provided and/or have not kept them in good condition
- REPLACE:
 - Light bulbs, filters, smoke detector batteries, doorstops
 - These items must be IN PLACE OR WORKING or you will be charged.
 - Be sure to replace any of these missing items and be sure to change the filter as you vacate the property.
- PEST CONTROL:
 - If you have a pet, you must supply adequate insect foggers. The minimum required is four (4) foggers. If you have 3 bedrooms, 2 baths, and 2-car garage home or larger, you must supply a minimum of six (6) foggers.
 - If you do not have a pet, you do not need to supply foggers unless you have not been exercising minimum insect control. If a property is found loaded with ants, spiders, cobwebs, etc., you will be responsible for insect control.
 - **All foggers must be left unopened and given to agent during walk through inspection. Alliance Property Management will place and discharge them after walk-through.
- LANDSCAPE
 - Any outside areas that apply in your contract, the outside area is to be neatly mowed, trimmed, pruned, fertilized & watered. All trash, debris & grease to be removed.
 - Any animal droppings are to be picked up and removed whether you have an animal or not.
- TRASH
 - If you have trash that exceeds the normal pickup, you are to arrange to have it hauled away.
 - All other trash is to be placed within the trash receptacles for normal trash removal.
- PAINTING
 - We request that you do not spackle, putty, or touch up paint unless you are absolutely sure the paint will match.
 - If you paint & it does not match, you will be charged for necessary painting to match the existing paint.
 - Charges for painting depend on length of time in the property and whether it exceeds normal wear & tear.