



**Coastal Group Inc.**  
4634 Haygood Rd., Virginia Beach, VA 23455  
Office: 757-233-9595 Fax: 1-757-233-9696

## **TENANT HANDBOOK**

**HANDBOOK VERSION DATE: AUGUST 2020**

This handbook contains information which we hope will make your tenancy more enjoyable and answer the most common questions we have from our Tenants. Please read Section -1- before signing the lease.

Section -1- of this handbook is adopted as part of your lease.

We hope you enjoy your rental. We are here to assist you!

### **SECTION 1**

**OFFICE HOURS** are 9:00 - 5:00 Monday through Friday. All routine communications should be directed to your Property Manager during office hours at the following location:

Your Property Management team is:	Macon Davis	757-233-9595
Showing and Leasing coordinator:	Kim Maszle	757-297-8728
Maintenance scheduling:	Tim Golden	757-460-1414
Routine Inspections:	To be scheduled	757-233-9595

Coastal Group Inc.  
4634 Haygood Rd.  
Virginia Beach, VA 23455  
757-233-9595

The best way to communicate is through our Tenant Online Access: [www.CoastalGroupRentals.com](http://www.CoastalGroupRentals.com)

Maintenance issues, lease questions and rent payments are all performed through that channel and follow-up maintenance scheduling will usually be done through our **Tenant Online Access**.

With any type of maintenance problem, routine or emergency, the best method is to make a "Contact Request" through this system. Please explain the nature of the problem and how best to reach you.

After hours, there is an automated phone routing process. You can select the extension of your property manager and it will relay you to their cell-phone. Leave a message with the nature of your problem, your name, telephone number, and address. **Please don't assume that we have your number with us.** If this call does not pertain to an emergency, your call will be returned the following business day. **Note:** Saturdays, Sundays, and holidays are not normal business hours and your calls will be returned the following business day.

**EMERGENCIES: Please call 911 if it is an Emergency or Security issue!**

**EMERGENCIES: Please call 757-233-9595 or your Property Manager during weekday hours.** There is an automated answering service for weekends, holidays and after normal working hours. Please call that number transfer to your property manager to leave a message with the nature of your problems, your name, telephone number and address. Please don't assume that we have the number with us.

Please contact the Property Manager as soon as possible for the following emergencies:

1. Loss of Heat or Electric Throughout
2. Sparking from Electrical Outlet or Circuit Box
3. Sewer Blockage Affecting **All** Drain Lines
4. Major Water Leak
5. Stoppage Affecting an Only Fixture (Such as Toilet)
6. Fire

**Before calling, please take the following steps and refer to Section II of this handbook:**

1. Disconnection: If the problem is electrical, disconnect the appliance or other fixture. If water related, turn off the water at the main shut off. If it is the hot water heater, cut off the circuit breaker and water.
2. Check the fuse or circuit Breaker Box: Cut the breaker off and then on again.
3. In case of no heat: Check your filter, change if needed, check thermostat battery and check the circuit breaker.
4. Check the gas or oil furnace Red emergency switch to ensure it is in the "ON" position.
5. Ensure that the gas service is turned on at the property, or the oil furnace tank has enough fuel.

Other messages will be delivered to Property Management during normal working hours.

## **A. Rent Procedures**

Most convenient is payment through our **online e-Pay system at [www.CoastalGroupRentals.com](http://www.CoastalGroupRentals.com)**.

**Please note: all rent payments are to be made electronically. No cash is accepted.**

**There is a \$25 processing charge for payment by paper check or money orders.**

If you need to drop off a rental payment after 5:00 pm, you may use the drop box at front door. Please place your payment in a sealed envelope and write "**Your Property Manager's Name**" on the envelope and place it in our night drop box located on the main door of our office.

Rent is due on the first of each month without deduction, offset or demand! Payment must be made electronically by ePay, direct deposit or PayNearMe. Please make your payment **payable to: Coastal Group Inc.** **We do NOT accept cash for payment of rent or security deposits.** All rents are to be paid at:

Coastal Group Inc.  
4634 Haygood Rd.  
Virginia Beach, VA 23455  
Attn: Property Manager's Name

**NOTE: Be sure that your payment shows the "PROPERTY ADDRESS" for which you are paying rent clearly marked on the face of the check. And make sure that the payment is put to our attention.**

**DELINQUENT RENT:** If rent is NOT received by the fifth (5<sup>th</sup>) day of each month, a late fee will automatically be charged to your account. **Note:** We are not responsible for the Post Office. If your rent is received after the fifth, a late charge will be billed to your account **regardless** of the reason. It is your duty to ensure that we receive the rent before the fifth, even if this means you send the payment in early.

**RETURNED PAYMENTS:** Payments returned for non-sufficient funds or any other reason will incur a \$50.00 "NSF" service fee, plus the bank service charge (currently \$14) plus the standard Late Fee of 10%. Repayment must be made by certified check or money order. You are also advised that all returned payments may be reported to a credit reporting agency. **All skip/evictions will be reported to Retail Merchants Credit Bureau.** This information will remain on your credit report for a period of up to seven (7) years.

**NOTE: Once you have bounced two payments, it is Coastal Group Inc.'s policy that you may no longer use our automated system for rent payments. All rent payments from here on must be in the form of certified funds or money order ONLY!!!**

## **B. SECURITY DEPOSITS:**

Your security deposit may **NOT** be applied to the final month's rent. Deposits are fully refundable within 45 days of vacating provided all the below listed conditions have been met:

**Note: If the Property Manager has to order and supervise any repairs necessitated by Tenant omission at move out, the Tenant will be charged a \$45.00 Coordination Fee for each contractor coordinated to cure these deficient items.**

- Occupancy has been terminated.
- Utilities remain on for the move-out inspection.
- Full term of the lease has expired.
- All terms pursuant to the Lease and it's addendum's have been satisfied.
- An inspection shows the property to be in a clean and satisfactory condition (normal wear and tear excluded).
- Stove, oven, refrigerator, bathrooms, and fireplace have been thoroughly cleaned.
- All trash and debris have been removed from the premises.
- All keys including mailbox keys have been returned.
- All carpets have been professionally cleaned.

**REFER TO THE SECURITY DEPOSIT ADDENDUM IN YOUR LEASE FOR FURTHER CLARIFICATION OF THIS MATTER.**

**TERMINATION OF YOUR LEASE:** Typically the notice period is sixty (60) days notice must be given on or before the 1<sup>ST</sup> day of the month in which you wish to terminate your lease. (Ex. You wish to terminate your lease Aug. 31<sup>st</sup>. therefore you need to give our offices notice of your intent on or before the 1<sup>st</sup> of July) All notification must be given in WRITING and will not be considered OFFICIAL until it is submitted to our office.

**MILITARY TERMINATION:** Refer to your Lease and SCRA addenda, as this is a Federal Statute

**NON-MILITARY TERMINATION:** If you desire to terminate your Lease early, regardless of the reason, we will assist you in re-renting the property so long as the property Owner is willing to re-lease the property. Once new **approved** Tenants have been found and approved by the Owner, you will be relieved of your obligation to the Lease.

**You will be responsible for the following:**

1. You will be responsible for paying your rent until a suitable tenant has been approved by the owner and they begin paying rent on the property.
2. You will be responsible for any costs associated with re-renting the property. These are: 10% of the first month's rent Leasing Fee. (Ex. If the rent is \$900 the fee will be \$90.
3. You will pay for all print advertising. These must be paid in advance and we will not advertise in the Virginian Pilot unless you prepay.

**D. OTHER ITEMS OF INTEREST**

**COVENANTS BY LESSEE:** Your lease will obligate you to certain upkeep, maintenance, limitation of alterations, painting, etc. It is most important that you understand these covenants.

**INSURANCE:** You must provide proof of coverage, before you are given keys / access to the property. We require that you contact an insurance Agent for a **Renter's Policy** which will afford you protection as well as liability coverage. The Owner's insurance on the property does not cover your personal belongings, it covers only the dwelling itself. A convenient Renters Insurance program is offered through our online software provider with Assurant Insurance @ \$16 per month. We especially recommend this for roommates.

Should a grease fire or other incident occur due to a resident's, or their guest's, negligence, you will be held financially responsible for damages. In the event of a natural disaster, the Owner's insurance does not cover your personal belongings.

**Please also consider the benefits of Flood Insurance coverage for flood and/or sewer backup.**

**AGENCY:** In renting to you, we are acting as Agent for the Owner of the property. This means that we can bind the Owner by contract, but it also means that we are bound to act in the Owner's best interest at all times. We cannot guarantee that the Owner will perform his/her obligations under the lease.

**UTILITIES:** Listed below are the phone numbers you may use to have the utilities turned ON. You should make arrangements for turn on as early as possible as some utilities may require up to three days notice.

	Chesapeake	Norfolk	Ports	Suffolk	Va. Beach
Telephone	954-6222	Same number all cities.			
Trash	382-6420	441-5813	393-8663	934-3111x226	430-2450
Ches.: Once a week; bulky items call ahead. Norf.: Once a week; bulky items picks up twice a month. Ports.: Once a week; bulky items twice a month. Suff.: Once a week; bulky items call ahead. Va. Beach: Once a week; bulky items call ahead.					
Cable TV	757-222-1111 (For All Cities)				
	Cox Cable	Cox Cable	Cox Cable	Falcon Cable	Cox Cable
Electric	888-667-3000 Same number all cities.				
Gas	866-229-3578 Chesapeake, Norfolk and Virginia Beach, 877-572-3342 Suffolk				
Water/Sewer	Chesapeake	Norfolk	Portsmouth	Suffolk	Va. Beach
	382-6382	664-6700	393-8524	934-3111	385-4631

## EMERGENCY PROCEDURES

### **EMERGENCIES: Please call 911 if it is an Emergency or Security issue!**

Other messages will be delivered to Property Management during normal working hours.

### **MOVE-IN:**

Your rental unit underwent a general cleaning when it first became vacant. However, in many cases, due to the length of vacancy and wear from showings, some light dust or dirt will accumulate. We find that most Tenants wish to do light cleaning before moving in to ensure that the property's cleanliness meets their personal tastes.

**CONDITION OF UNIT AT MOVE-IN:** Unless otherwise specified, the unit will be delivered to you in "AS IS" condition. The Owner is under no obligation to upgrade or improve the current condition of the unit. However, the Owner is to ensure that the unit is in fit and habitable condition as require State and Federal housing codes. To protect the Tenant from responsibility for pre-existing conditions existing in the unit prior to their occupancy, the Tenant will need to complete and return the "Dwelling Inspection" as explained below.

### **INSPECTIONS:**

- A. **Move-in:** When you sign your lease, you will be furnished a "Dwelling Inspection Report" to be filled out and returned to your Property Manager within 5 days of occupancy. Such notification of discrepancies shall not be construed as acceptance by the property manager. **PLEASE BE SURE TO INCLUDE YOUR NEW PHONE NUMBER WITH THIS FORM.**
- B. **Periodic:** From time to time, your Property Manager will conduct a routine inspection of the property so the Owner(s) can be apprised of the property's condition.

**GRASS AND SHRUBBERY:** The grass and shrubbery are typically your responsibilities. Grass shall be cut at least every two weeks during the growing season (April - October). Trees, bushes, and shrubs should be cut and pruned when required. During prolonged dry spells, water should be liberally applied to grass and shrubs to guard against damage. Any grass higher than 6 inches will need to be cut and if not cut within 5 days of notification, will constitute a breach of your Lease. Flower beds weeded, shrubbery trimmed, mulch maintained.

**PARKING OF VEHICLES:** Parking of vehicles shall be either in assigned areas (garages, parking lots, driveways, parking pads) or on the public street where allowed.

**Vehicles shall never be parked on lawns or sidewalks.**

**UNREGISTERED, UNLICENSED, AND/OR INOPERABLE VEHICLES:** No unregistered, unlicensed, nor inoperable vehicle shall be stored on the property unless in a garage. No vehicle repairs (except minor items, e.g. tire changing) will be conducted at any time except in a garage.

**PEST CONTROL:** Any pests, including insects and rodents, not reported in writing within 30 days of your occupancy, will be assumed to have entered the property after your occupation. The Tenant is responsible for

keeping the property free of such vermin and pests. (Note: Birds, Squirrels, Raccoons and Bats are beyond your control. Call us if this happens.)

**SECURITY:** If you plan to be away for an extended period of time, seven days or more, we suggest you discontinue mail and paper delivery. (Or, have someone trustworthy to pick them up daily from your unit.) Also, contact the office and leave an emergency number where we can reach you, if need be.

**PHONE NUMBERS:** Tenants are required to provide us with their work and home telephone numbers, including non-published numbers, and must notify us of any changes to these numbers.

**PICTURE HANGING:** We suggest you use the ‘bulldog’ type picture hanger when hanging pictures. This type of hanger leaves a smaller hole and creates less wall damage. The Tenant is responsible for removing nails and repairing any damage to the walls or ceilings.

**CARPET CARE:** Weekly vacuuming will help in prolonging the appearance and life of the carpet. The Tenant is responsible for having the carpets cleaned by a Coastal Group Inc approved / recommended professional once a year and upon move-out. (receipt required) (not the soapy rental unit)

**CHIMNEY CARE:** The Tenants are responsible for having the chimney cleaned annually by a recommended professional upon move-out. (receipt required)

**GUTTER MAINTENANCE:** Please remember that it is your responsibility to clean your gutters during your lease term. It is advisable to clean the gutters at minimum, once or twice yearly otherwise they will become full and pull away from the structure causing damage to the property. This can be charged to you.

**ACCIDENTAL LOCKOUT OR LOSS OF KEYS:** In some cases we have duplicate sets of keys available in the office. Should you lose your keys or lock yourself out during normal working hours, contact the office. Identification is required in order to borrow the duplicate set. Only those on the Lease may pick up keys. Keys must be returned within 24 hours or the Tenants account will be charged the cost of key replacement. If you lock yourself out after hours, you will need to contact a locksmith at your expense.

**ALTERATIONS:** Alterations of the premises, including painting, wallpaper, lawn care etc. can not be performed by the Tenant without prior written approval from the Owner or Agent.

**WINTER CONDITIONS:** To protect the property from freeze during winter months, the Tenants are responsible for maintaining heat to the property at a minimum of 65 degrees Fahrenheit. Exterior faucets should be covered to prevent freeze and hoses disconnected (they transmit cold to the plumbing)

**COMMUNITY MAILBOXES:** To ensure the security of our Tenant’s mail, we do not provide Tenants with mailbox keys. If the rental unit is located in an area with a common mail box, the Tenants must take a copy of their Lease to the Post Office located in their zip code, approximately one week prior to move in. The Post Office will change the lock on your mailbox and provide you with a key.

**APPLIANCE CARE:** Each property has different appliances. Appliances are “convenience items”, meaning the Owner, in some cases, will not replace, repair, or maintain these appliances. It is the Tenant’s responsibility. Any such appliances not warranted by the Owner may be so noted in the Lease.

To lower your utility bills, and to prevent damage to the heating and cooling systems, air filters should be changed monthly. Damages that occur resulting from the Tenant’s neglect or abuse, such as failure to change

air filters, refrigerator/freezer punctures resulting from defrosting attempts, or bones, metal objects, etc., being put into the garbage disposal and so on, will be charged to the Tenant.

**Prior to calling in a repair, please refer to the suggestions in the Maintenance Request Section and the Inspection and Troubleshooting Guide.**

**MAINTENANCE AND REPAIRS PROVIDED BY OWNER:** Your Property Manager will arrange for all maintenance and repairs that are the responsibility of the Owner.

Repairs (except emergencies) will be scheduled during normal business hours and the Tenant is responsible for granting access to the contractor if required. Because of the distance involved and the number of repairs scheduled each day, our Property Managers are not able (nor are they required) to be at the property to grant access or to supervise jobs. A missed repair appointment will likely result in a "Trip Charge" to the Tenant. You can authorize Vendor access, if unable to take time off from work.

**MAINTENANCE REQUESTS:** For day-to-day maintenance, notify the office at any time via your Online Portal. Please remember that the Tenant is responsible for the repair of all broken/damaged glass, screens doors, and wood and all NORMAL plumbing stoppages that are due to their personal use. The Tenant is also responsible for any repairs caused by the Tenant, his family or guests.

If the Tenant requests any type of maintenance or service to his unit, and the serviceman is unable to gain entry on the scheduled time and date for service, the Tenant agrees to reimburse the Owner promptly for the amount of the missed service call.

Please be sure to provide your home and work phone numbers when requesting maintenance. If the contractor is unable to reach you to confirm the appointment, he may be unable to complete the service call.

A heat-pump or air conditioner will only lower the inside temperature 15 degrees from the outside temperature. So if it is 90 degrees outside, do not expect 70 degrees inside. Any service call on the unit will be charged to the Tenant if nothing is found to be wrong.

**SMOKING: Smoking is permitted outside only. If tenant smokes inside the home, they will be held responsible for any nicotine damage to the walls and removal of odors throughout. The costs of clean-up and remediation are quite expensive.**

## SECTION II

### INSPECTION AND TROUBLESHOOTING GUIDE

This checklist and troubleshooting guide is provided to help you solve some of the most common problems encountered by our Tenants. For maximum benefit, you should use this list as a guide for things to check after occupancy and as a reference before calling for service. Because we have properties in every imaginable configuration, we must cover each subject in detail. We must also assume that you are not familiar with the items covered – if we are too basic, we apologize.

### PLUMBING

**Water Shut Off:** One of the first things you should do after move in is to **locate the shut off valve**. After a flood starts is not the time to start the search. What you are looking for is a single faucet that shuts off all the water in the house. The most common places to find this faucet are in the garage, close to the water heater (NOT at the top of the heater), in a closet, under the kitchen sink or in the utility room. Some old houses have a bent piece of iron coming up through the floor, usually in a closet, that can be turned to shut the water off. Try the shut off but do not be surprised if all the water does not stop immediately. Some shut offs on older houses will only slow the water to a trickle but it is definitely better than a flood.

**General Stoppages:** Try to clear the blockage. Use a plunger or any suitable liquid plumbing agent that common sense would dictate.

**ELECTRIC WATER HEATER:** If you are without hot water check for the following:

- Has the main circuit breaker “popped”? If so, reset it per the instruction in the Electrical section.
- You may need to “reset” the water heater. To do so, remove the panel approximately midway down the unit and press the reset button. This is usually a **red** button and when you press it you will “hear” the unit restart.

**GAS WATER HEATER:** If you are without hot water check and see if the pilot light is out. If it is, it needs to be re-lighted.

**Note:** Some of the older homes have oil heat and the “Boiler” supplies the hot water. Refer to the A/C and Heating section regarding Oil heat. **(In this case, please ensure you have adequate oil in the tank)**

## ELECTRICAL

### ELECTRICAL POWER PANEL

Locate the panel, check to see if you have fuses or circuit breakers.

**Fuse Panels** are common on houses more than twenty years old. Two types of fuses are found in the fuse panel box. The electric stove, water heater and air conditioner/heater will be serviced by cartridge-type fuses. These are held in fuse holders that resemble drawers. To check the fuse, pull the fuse holder out of the box. Many times blown fuses will be burned or the cartridge ruptured. Other times they will look perfectly normal and the only way to check them is to replace the questionable fuse with a new one.

**Caution #1:** Do not pry the prongs of the fuse holder apart to release the fuse. Simply slide the fuse out toward the open end of the holder.

**Caution #2:** When you replace the fuse holder, it must be right side up. If you put it in upside down, the circuit will be off.

The other type of fuse is the screw-in type with fuse wire visible or a red button in the cap. If the fuse wire is broken, replace the fuse. If the button is popped - push it in.

All fuses must be replaced with the same size fuses as were originally installed. "Slow-blow" fuses should be used for circuits when fuses blow often. They are available in both cartridge and screw-in types - but only from hardware and electrical supply houses. **Be sure to match the same amperage for the circuit.**

**CIRCUIT BREAKERS:** Often, people think that a circuit breaker trips by moving the circuit switch to the OFF position. This is not the case! The circuit breaker switch moves very slightly and unless you look closely,

you may still think that it is ON. To reset, simply turn the circuit breaker completely OFF and then back ON again. If you are not sure, try them all. OFF - then - ON. (This will reset all clocks to 12:00)

One type of circuit breaker found in many properties is the GFCI (ground fault circuit interrupter) circuit breaker. This circuit breaker detects the slightest voltage going to ground and cuts the power off. It is used in bathrooms, exterior plugs, garages, and some lights. Because the GFCI circuit breaker is expensive, there are usually only one or two per house and all the above plugs are wired to it. If you lose power to the plugs in one bathroom you can bet you have lost power to all the plugs using the GFCI. The trick now is to find the circuit breaker. Most houses have the GFCI circuit breaker in one bathroom or the main circuit breaker panel. It is usually marked with a red or yellow button and it is between the upper and lower plugs in a bathroom or outside installation. Some houses have the GFCI at an outside plug. When moisture gets into one of your plugs, the GFCI circuit breaker pops so please make sure the covers are closed on your outside plugs during rainy weather.

**NOTE:** The circuit breakers are ON when both rows of circuit breakers are positioned toward the center of the panel.

A newer type of GFCI, the Arc Fault Circuit Interrupter (AFCI) is in newer residences. It is pre-programmed to sense any surges in power and are fairly sensitive, so may trip more frequently.

### **APPLIANCES -- Please provide make and model with your request**

#### **Electric Stove**

If the whole stove is off, check the fuse or circuit breaker. Also, be sure the oven is not in the "Time-Bake" mode.

If the oven will not turn on, try the broiler. If both will not turn on, check the timer. Instructions are normally on the face of the timer but generally one of the two clocks has a knob that will pop out if you are back to normal operation. Just turn the set knob until it pops out.

**Gas Stoves:** The pilot lights may be out. These can be located by lifting the range cover and at the bottom back of the oven.

**Self-cleaning ovens:** (Uses heat to clean - door locks.)

---Follow instructions printed on the oven.

---DO NOT use commercial cleaners such as "Easy Off" or "Mr. Muscle."

---DO NOT put bright metal rings around stove burners in the oven for cleaning. They will turn black.

#### **CONTINUOUS CLEAN OVENS**

The oven cavity in a continuous clean oven absorbs grease when heated. The only way to clean the oven is to use it. If additional cleaning is required, most manufacturers recommend wiping the oven with a mild soapy and water solution. Because the finish will not absorb large amounts of grease, it is important that the bottom of the oven be lined with **heavy duty aluminum** or shallow drip pan. DO NOT use regular aluminum foil - it will catch on fire.

DO NOT use commercial cleaners in the oven. If used, the oven will begin to rust within a few weeks.

**DISHWASHERS:** Use at least once each week. **If used less**, the seals dry up and the motor may be ruined when put back into regular use.

Poor Cleaning- Possible Causes:

- Water temperature is too low. (The water should be at least 120 F.)
- Not using proper dish washing detergent.
- Improper Loading (This can also lead to occasional leaks. If the unit leaks. Try reloading the washer.)

Poor Drying - Possible Causes:

- Using the Air Dry Cycle (Switch to Heated Dry)
- Low water temperature
- Not using a rinse aid such as Jet Dry

Not Draining Water Out - Possible Causes:

- If you have a garbage disposal, check to see if the garbage disposal is clogged.
- Check to see if the drain filter at the bottom of the unit needs cleaning out.
- **(Use caution to avoid cuts from sharp bones or broken glass.)**

**DISPOSALS:** If motor buzzes, then stop - turn switch off. Un-jam the disposal by turning the blade backwards with a broom handle or a wrench if one is provided. Then reset the circuit breaker on the bottom of the disposal - small red button, and turn on. If the unit turns easily by hand but not with power, call for service; however, you may want to try and un-jam the disposal several times before calling.

**Recommendation: do not use for any quantity of garbage or peelings**

## **WASHING MACHINES:**

### **POOR CLEANING**

- Improper sorting of laundry
- Overloading
- Not washing in warm or hot water (the detergent is not breaking down)
- Not using hot water or water that is not hot enough. (Min. 120 F)
- Not using enough detergent
- Cold water washing - A cold water wash is recommended only for very lightly soiled or brightly colored garments. Detergents of any type become ineffective in water 60 F or lower.)

### **WASHING MACHINE STOPS**

- Circuit breaker tripped
- Off balance load. (Redistribute clothing or lighten the load inside tub to make it all even.)

### **LEAKS**

- Hole in water inlet hoses
- Standing drain- pipe backing up due to a clog. (May need to “snake it out or call a plumber.)

### **SMELLS**

- Motor gone bad
- Belt gone bad

### **WASHER “WALKING”**

- Off balanced load
- Feet need to be leveled

## **DRYERS**

## DRYER STOPS

- Circuit breaker tripped

## CLOTHES TAKE TOO LONG TO DRY

- Vent hose clogged - Clean it out.
- Overloading - Too much
- Failure to clean the lint filter
- Washer spin cycle not working. (Clothes should be excessively wet.)
- Troubleshoot by using the "Mild" setting to see if it is the "High" thermostat.

## REFRIGERATORS

### WATER ON THE FLOOR

- Drain line to drip pan out of line with the drip pan
- Drip pan is full or dirty. (behind the floor grill on front of refrigerator)

### NOT BLOWING COLD AIR IN THE FREEZER

- Possibly in the defrost cycle

### FREEZER COMPARTMENT TOO WARM

- Freezer control set too warm
- Prolonged door openings or door not closed securely.
- Hard to freeze items stored on freezer door shelf. (Ex. Ice-cream & orange juice cans)

### OUTSIDE OF THE REFRIGERATOR WARM TO THE TOUCH

- This is normal
- Improper clearance around the refrigerator. (A space of about ½ inch should be left between the refrigerator and walls.)
- Dust / Lint build-up on the rear coiling coils. Use light brush, whisk broom or vacuum to clean.

## A/C and HEAT

### FURNACES

Gas and oil furnaces have a Red emergency shut off switch within sight of the furnace unit. Most have a red cover plate labeled EMERGENCY CUT OFF or OIL BURNER - EMERGENCY CUT OFF. The switch is often mistaken for a light switch. If the furnace stops working, this switch is the first place to check. Check that the thermostat batteries (if required) are new. (The switch must be on "ON" for central air conditioning)

### OIL HEAT

It is best to have a service contract with an oil company. Most oil companies offer budget payments to customers with service contract and automatically fill the tank when needed. Do not let your tank run dry as it may cause a service call to get the furnace restarted. Sludge in the bottom of the tank usually clogs the lines and nozzle and the entire system must be cleaned before it will work again. If the furnace stops working, check the RED switch first. Then check the furnace fuse in the main fuse panel. Also, check reset button on furnace motor. Next, check for oil in the tank. Finally, call for service. Note: many oil companies will not schedule delivery in the summer months. Plan ahead.

### GAS HEAT

Old gas furnaces have a pilot light that burns continuously. The pilot light ignites the burner when the thermostat demands heat. A safety device keeps the gas from being turned on at the burner if the pilot light has gone out. Re-lighting a pilot is simple and you should learn the procedure if you have gas heat. Most furnaces have a three- position switch labeled OFF - PILOT - ON. To light the pilot, turn the dial to OFF. Then turn to

PILOT and light the pilot light. To do this, you must exert downward pressure on the selector knob and hold the knob down for several seconds or maybe even a minute after the pilot is lit. Next, release the downward pressure and the pilot should stay lit. If not, go back to OFF and start again. Finally, move the selector from PILOT to ON.

Some selectors have a red button that must be held down after lighting.

If you have not looked your furnace over before the pilot goes out, you may not be able to figure out where the light is located - it is dark in there.

New furnaces have automatic lighting devices and no pilot is required. Forget all the above and call for service if the furnace will not light.

For both types of gas furnaces the first thing to look for is the red switch. Next, check for the pilot. Then check the outside gas meter to ensure no "red tag" and no service. Finally, call for service.

## **HEAT PUMP**

The heat pump is the most economical method of heat in this area - if used properly. Set a comfortable temperature and then LEAVE THE CONTROL ALONE.

The air coming from the vents will always be colder than body temperature. (Do not back up to heat vent to try warming up - it does not work).

During extremely cold temperatures, or when the emergency heat switch is turned on, filament heaters will provide extra heat. Do not use emergency heat unless you are willing to pay the price.

Do not be surprised if you find the outside unit steaming or caked with ice on cold days. That is the defrost cycle. It is not an emergency, but let your Property Manager know if ice is forming on the unit.

## **BASE BOARD HEAT**

Ensure that air is free to flow under the radiator unit. If blocked by a thick rug, the unit will not heat properly.

Keep the door closed if you are heating one room only. Cold air will always rush into a room causing drafts and false reading on the room thermostat.

## **OTHER ITEMS OF NOTE:**

- Remember to change the filters monthly. This will reduce your utility bills and save unnecessary wear and tear on the unit.
- Ensure that return air grills are clean and free from obstructions. If return air grills are in the side- wall, sofas, TVs bookcases, etc. must be at least 8" away from the grill.
- Around the outdoor unit, no obstructions for at least 12". Do not put anything on top of the outdoor unit. When "weed-whacking", be particularly careful that the wiring is not cut by the weed-whacker. Hand trimming is highly recommended.

- No lights, aquariums, etc. located under the thermostat. Anything that will generate heat or cold will give a false reading to the thermostat, which will affect the thermostat's ability to maintain your comfort level.
- Set the thermostat to a desired comfort temperature and leave the thermostat set. Erratic changing of the thermostat will increase your utility costs, plus, "short-cycling" of the unit could cause damage.
- TEST SMOKE AND CARBON MONOXIDE DETECTORS MONTHLY.
- In the event of a hurricane evacuation, please shut off the main water valve and the main circuit breaker box.

We hope that you find the above information helpful.

If you have any questions,

please call the office at: **(757) 233-9595.**