

RESIDENT MAINTENANCE INSTRUCTIONS

Before submitting your maintenance request, please review the below informational tips first. All maintenance requests must be submitted online www.bamrealtygroup.com.

Breaker Box

Occasionally you may find yourself without electric, especially if you live in an older building. This is likely due tripped breaker. Breaker boxes are located in your unit or in the basement of your building. If the breaker box is located in the basement, it will have your unit number on them (only access the box with your unit number). When you approach the breaker box you may not see the flipped. Breakers are black switches that need to be flipped on then off again.

Other reasons for lack of power can be:

If you have a GFI outlet in your unit, typically in the bath or kitchen area, first try to reset the red button by pushing it in. Many buildings are older and have outlets that can easily get overloaded if too many things are plugged into one outlet. Please be mindful of this.

Never attempt to remove an outlet from the wall or to hardwire anything in your residence.

If your entire apartment is without electric, please contact Duke Energy for assistance at: 800-544-6900

Garbage Disposals

Use: Run your garbage disposal regularly. Frequent use prevents rust and corrosion, assures that all parts stay moving and prevents obstructions from accumulating. Make sure to grind food waste w/ a strong flow of cold water. Continue running water for 15-30 seconds to clear pipe. Turn water off. Cut large items into smaller pieces. Put them into the garbage disposal one at a time instead of trying to shove a large amount in at once. Dint put anything in the garbage deposal that isn't biodegradable food. Non-food items can damage both blades and the motor. Keep your garbage disposal clean. Pour a little dish soap inside and let the garbage disposal run for a minute or so with some cold water after washing dishes. Don't use harsh chemicals like bleach or drain cleaners. They can damage blades and pipes.

Maintenance: Ice is an extremely effective and inexpensive method for cleaning your garbage disposal, sharpening the blades and breaking up any grease build-up which has accumulated. Just toss a few ice cubes into the garbage disposal and run it. Do this once or twice a month to keep your garbage disposal in fine working order. If the disposer should stall, turn off the disposer & the cold water. Retrieve the article causing the problem. Press the reset button on the bottom of the main canister under the sink. If your disposal will not turn on, check for a blown fuse or tripped circuit breaker.

If your disposal is leaking, please submit a maintenance request form.

Dishwashers

Scrape large food particles and rinse dish before placing it into dishwasher. Position all glasses, plastic, and fragile items on the top rack, and all larger pots, pans, and plates on the bottom rack. Place silverware into basket. Fill detergent cup with dishwasher liquid and close. Only use dishwasher liquid and never use ordinary dish soap—this will cause suds to spill out onto the floor. Set wash cycle to appropriate selection and wait until light has indicated the cycle's completion to open dishwasher.

Air Conditioners

Filter cleaning or replacement is a monthly maintenance item that is required for both window and central air units. This is something that residents must do on their own. If your unit is not cooling a dirty filter could be the problem, please be sure to check your filter before submitting a maintenance request form.

Window Units: To clean the filter, first turn your unit off. Locate the area in front of unit where filter screen can be removed from unit. Remove filter screen and wipe with a gentle cloth to remove excess dirt/dust. Run filter under lukewarm water to remove remaining grime. Let dry and replace in unit.

Central Units: To replace the filter, first turn the air handler off. Find removable front panel on unit. Open panel and remove filter. Replace with new, clean filter, and close the panel. Resume use.

Steam Radiators

During the cooler months, radiators (if you have them in your unit) will automatically kick on and off. Your radiators will emit heat according to temperature set in the boiler room (located in the basement). At all times, be sure to place nothing on top of or leaning against your radiators. In order to adjust amount of heat, use the turn-knob on the side of the unit. Never use a space heater or kerosene heater, these are both fire hazards. If the temperature in your unit is too cold, and you have your radiators on at full capacity, please submit a maintenance request form.

Washer/Dryers

Laundry machines are provided at all properties, some shared and some individual. Please do not fill washer above 3/4 level with your clothing, leaving room for the water and clothing to agitate freely inside the machine. Overloading causes the washers to become off-balance and stop working properly. Be sure to empty lint trap in the dryer every time before using the dryer. Take care to not overfill the dryers.

Smoke Detectors

Every six months the batteries in your smoke detectors should be changed. If your smoke detector begins “beeping” at any point, the batteries need to be changed. To change, remove the alarm from the ceiling, take off the battery cover, and change battery. Test the batteries using the small “test” button on face of detector.

Important Note Regarding Maintenance Requests

BAM Properties will respond to every maintenance request form that is submitted online. Many times the problem can be solved by the information above. Please be sure that you have reviewed the above information before submitting your maintenance request so that we will not have to send a maintenance tech to your unit and charge a fee for a service if it could have been taken care of by you. With that in mind, use your best judgement in submitting maintenance requests, as it is always better to be safe than sorry. If you are experiencing a problem that is not listed, always submit a maintenance request form. Negligence is a reason for eviction. ALL maintenance requests must be submitted online, www.bamrealtygroup.com.