



Welcome to the SKY life! Below you will find useful maintenance tips for apartment living.

### **Troubleshooting Tips**

- When in doubt, and *the power is out*, try these simple steps first:
  - Check the breaker box first! Sometimes restoring power is as easy as flipping a breaker switch
  - Hit the reset button on your GFI outlet
  - There may be city wide or area outages. Check with your electricity provider before calling in our maintenance team
- Locked out?
  - A key can be picked up from our office during normal business hours. Please note, the key must be returned by close of business to avoid a \$100 service charge
  - After hours lock outs may contact a local locksmith to unlock their door at their cost
- Pest Problems?
  - Pest control service is provided quarterly for the exterior of your apartment
  - If you have a pest problem, call our contacted pest control company ACE Exterminating at 270-847-4007 to schedule an appointment at your convenience
- Stopped up?
  - Sink and toilet clogs usually can be unstopped with a plunger
  - Fill the clogged vessel with water and then push the plunger straight down in a quick, firm motion. You may need to repeat a number of times before the clog is removed
  - Should the toilet overflow, remove cover off the tank and push the flapper down firmly into hole in bottom of tank. Turn off the water supply by turning the handle located under the tank in a clockwise direction
  - SPM Maintenance team charges a service fee of \$25/hr to remove plumbing obstructions caused by tenant negligence

### **Know When To Call**

Please request basic maintenance requests by submitting a work order in your tenant portal. The emergency maintenance line is to be used for true emergent requests. An after-hours emergency call should be made anytime the structure of the property is jeopardized or there is a danger to the occupant. Such circumstances include fire, an active water leak or flooding that is not controlled by cutting off the supply valves, loss of heat when temperatures are below 50 degrees, no electricity (not area related), and damaged roof or structure damage from a fallen tree. Lack of air conditioning, non-working appliances, lock-outs, interior repairs, or housekeeping that does not fall into the above-mentioned hazards are not considered emergent requests.

## Apartment Living Hacks

- Lock it up!
  - Tenants are expected and advised to secure their property
  - Lock change requests must be submitted in writing and will be at the tenant's cost
- Keep it clean, Bowling Green!
  - Be sure to run your dishwasher at least once a month, especially in the warmer months, to prevent odors from forming within the basin of the machine
  - Store food properly and do not harbor any items in doors that may attract pests!
  - Keep refrigerator coils clean to ensure efficiency (and to keep your groceries fresh!)
  - Vacuum frequently. Ground-in dirt will ruin your carpet!
- Play it cool!
  - There's nothing worse than turning on the A/C and being hit with a blast of hot air, so be sure to test the system before the warmer months hit!
  - At the peak of the heat, avoid turning the A/C off completely. To save money, turn the temperate up when you are away and lower it back down when you return. This is more energy efficient than regularly turning the A/C off and on
  - Keep vents clear of furniture and curtains for proper air flow
  - Shut your blinds and close your curtains to keep the heat or cold out!
- 40 Watt and STOP!
  - The ceiling fans and light fixtures in your unit are designed for 40w light bulbs, using any other wattage may result in a power outage or burn out
  - Tenants are responsible for replacing interior light bulbs. *Note: SPM will replace exterior light bulbs, and appliance light bulbs so let us know when we can assist you with those by submitting a maintenance request*
- Only you can prevent plumbing problems!
  - Avoid pouring oil, coffee grounds, and other solids into the kitchen sink
  - Remove hair from the sink and tub **promptly** so they're not washed down the drain.
  - Never put bones, metal, glass, paper products, coffee grounds, cigarettes, starchy expandable foods such as pasta, etc. in your garbage disposal. It is for soft foods, chopped in small pieces and liquids ONLY!
  - Wipes clog pipes! Please do not flush any feminine products, wipes, towels, objects, etc... only tissue. Any issues that arise from the flushing of prohibited items will be considered tenant negligence and you will be responsible for costs associated with damages.
- Freezing Temperatures Precautions
  - When temperatures drop below freezing, drip your faucets and open any cabinets that house pipes to allow heat to circulate.
  - Remember: Frozen pipes cannot be remedied by the maintenance team. They have to thaw on their own so, be please be patient.