



THE JANDER GROUP, INC.

TENANT *MAINTENANCE MANUAL*

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PLEASE READ CAREFULLY AND
REFER TO THIS MATERIAL
WHEN MAINTENANCE ISSUES
OCCUR

**REPORT ALL MAINTENANCE REQUESTS THROUGH
YOUR TENANT PORTAL AT:**

www.jandergroup.com

EMERGENCIES

Defined

- Uncontrolled running water (example: Burst water pipe)
- Complete loss of sewer (example: No working toilets)
- Sewage back up into the house
- Electrical sparking
- Complete loss of heat when daytime temps are below freezing

Reporting

- During normal business hours call your local Jander Group Office
 - Greater Orlando Office - (407) 628-2500
 - MidSouth Office - (901) 428-3000
 - Select Option 2
- After hours call our answering service at (407) 447-8221

CALL 911 IMMEDIATELY FOR ANY FIRE EMERGENCY

and then Notify The Jander Group.

TIPS - TO INSURE PROMPT SERVICE

Please use the material in this Tenant Maintenance Manual to assist you with your maintenance concerns and to avoid unnecessary expenses.

If, after attempting all the self-help steps, you need professional assistance with a maintenance matter, please submit a maintenance request through your tenant portal.

Please provide any information that might help our vendors come better prepared for the service call. Photos of the issues are of great help. If you have an appliance issue, please include a picture of the appliance specifications (brand, model number, etc.) with your maintenance request.

Unless you are experiencing an emergency as defined in this document, please do not call the office about your concern. This only slows the process. Requesting maintenance through your tenant portal is the fastest way to get service.

Please Note:

The contact information provided to the vendor is the information on your tenant portal.

Please confirm the accuracy of your contact information before you submit a maintenance request.

The two most common reasons why services can be delayed are incorrect contact information and a tenant's phone is not accepting messages.

Please make sure you provide us with the best contact information and you are available to receive contact from vendors. Please make sure you have setup your voicemail service and that your voice message box is not full.

Thank you for renting from us and we hope you enjoy your home.

IMPORTANT STEPS TO COMPLETE AT MOVE-IN

Locate Master Water Shut-Off Valve

Locate the home's master water shut-off valve as soon as possible after moving in. The master water shut-off valve may look like a regular hose bib or a handle.

Greater Orlando Homes:

Most homes have the master water shut-off valve on the exterior of the home on the side or corner closest to the water meter.

MidSouth Homes:

Most homes have the master water shut-off valve on the interior of the home near a water line (kitchen, utility room or bathroom).

To test to see if you've located the shut-off valve, **please follow these steps:**

1. Slowly turn the valve to the right (clockwise) until it stops turning.
2. Check to see if the water has been shut off inside the home.
3. **Before turning back on**, open a faucet in the home to protect the pipes when water is restored.
4. Slowly turn the valve to the left (counter-clockwise) allowing water to fill the pipes gradually to protect them from a sudden increase in pressure.

If you are in a condo, please check with the condo maintenance staff about how to shut off water to your unit.

You are responsible for knowing how to shut off water to your home to protect your belongings in the event of a severe water leak.

Locate Master Electrical Breaker Panel

Locate your home's main electrical breaker panel as soon as possible after moving in.

Most homes with a garage will have the main electrical breaker panel in the garage.

Alternate locations may be on the exterior of the home or in a closet inside the home.

SELF-HELP STEPS

HVAC - Air Conditioning

Not Cooling - Electrical Breakers

If your HVAC unit is not cooling the home, **please follow these steps:**

1. Check the HVAC breaker in your main electrical breaker panel AND the HVAC breaker controlling the HVAC compressor unit on the exterior of the home.
2. Turn the electrical breaker switch completely to the OFF position and then back to the ON position.
3. Please wait at least 30 minutes to see if your HVAC unit starts cooling.

Many systems have a shut-off valve that will shut the system down if it detects water backing up in the drain line. Check for any signs of water on your filter or in or near your inside HVAC unit.

If your home is equipped with a utility company *energy saving device*, check to see if the service light is on (normally a red light) meaning that your HVAC system has been temporarily turned off by your utility company.

Please remember: During periods of extreme heat, even properly running HVAC systems struggle to cool more than 18 degrees lower than the outside temperature. So, if it is 95 degrees outside, your HVAC system will likely be running constantly to keep an inside temperature of 78 degrees.

Filter

Keeping a clean, properly sized HVAC filter in your HVAC unit is your responsibility under your lease agreement. Dirty and/or ill-fitting HVAC filters are the primary reasons why HVAC coils need to be cleaned and this service costs approximately five hundred dollars (\$500.00). To avoid this costly expense, please install a new, clean, and properly sized filters into your HVAC system once a month. If your system has a washable HVAC filter, carefully clean the filter at least once a month.

Icing Up/Loud Noises

If your HVAC unit is making a loud noise or is icing up, **please follow these steps:**

1. Turn the system OFF if it is making a loud noise or you see signs of ice on it. Turning the system OFF will protect it. Also, HVAC technicians cannot service systems when they are frozen. A frozen system must thaw before it can be serviced.
2. When you complete your maintenance request through your tenant portal, give details on what kind of noise your system was making or, if the system was frozen, when it was shut down so the technician can be scheduled after the system has thawed. If a technician

arrives and finds the HVAC unit frozen **you may be charged for this service call** as the technician will have to return to the house at a later time.

Water Leaks

When HVAC drain lines clog, you may see water leaking next to your inside HVAC unit. If this unit is also close to other water sources (water heater or sink) and you are unsure of the source of the leak, **please follow these steps:**

1. Touch the water close to what you believe may be the source. If the water is exceptionally cold, it is likely leaking from your HVAC system. If it is warmer than expected, it may be from the water heater.
2. Go to your tenant portal and complete a maintenance request with details of what you discovered in the step above.
3. Let us know if you need water extraction or dry-out services.

The Jander Group will do our best to handle after hours and weekend HVAC repairs as we know this can be an uncomfortable inconvenience. However, please remember that a non-working HVAC cooling system is not considered an emergency.

HVAC - Heating

Not Heating - Electrical Breakers

If your home's heating system is electrical, **please follow these steps:**

1. Check the inside breaker in your main electrical breaker panel.
2. Turn the electrical breaker switch completely to the OFF position and then back to the ON position.
3. Wait at least 30 minutes to see if your HVAC unit starts heating.

Not Heating – Gas Heater

If your home's heating system is gas, **please follow these steps:**

1. Make sure gas is turned on to the heater.
2. If you hear the furnace repeatedly trying to cycle on, but not igniting, this is likely a gas issue.
3. Check to see if the pilot light is on. If it is not, follow the instructions on the hot water heater to light the pilot light.
4. Call your local gas company to make sure there is no gas outage in the area.

5. If you still have issues, complete a maintenance request through your tenant portal.

The Jander Group will do our best to handle after hours and weekend HVAC repairs as we know this can be an uncomfortable inconvenience. However, please remember that a non-working HVAC system is not considered a true emergency unless daytime temperatures are below freezing.

ALARM BEEPING

Disconnect the alarm system from the battery backup, usually located in master bedroom closet. Some alarm systems have the battery backup in the attic. Also, turn off the electrical breaker to the system.

CLOTHES DRYER

Though we do not normally provide washers or dryers in our properties, a clogged dryer vent can cause your dryer to run longer than usual. If you believe you may have a clogged dryer vent, **please follow these steps:**

- Disconnect the dryer vent hose from the dryer and dry a load of clothes with your dryer venting out a window or into the garage.
- If you notice a significant decrease in the time it takes for your clothes to dry, complete a maintenance request through your tenant portal asking to have your dryer vent cleaned.
- Please note that if the clogged dryer vent is due to tenant neglect you will be responsible for the cost of repairs.

DISHWASHER

Won't Drain

If your dishwasher will not drain, **please follow these steps:**

1. Empty dishwasher of dishes and utensils. Check to see that nothing has fallen to the floor of the dishwasher and is covering the drain.
2. Clean food debris from the bottom of the dishwasher and the food catch tray.
3. Run hot water in the kitchen sink before you select the hottest water setting on the dishwasher so the unit will fill with the hottest possible water.
4. Fill the dishwasher until hot water covers the floor of the appliance.

5. Open the dishwasher door and pour 2 cups of white vinegar into the water on the floor of the dishwasher.
6. Run the dishwasher through a full cycle.
7. After you have freed the clog, run the dishwasher a second time on the hottest water setting and use dishwasher detergent.

Dishwashers are not meant to clean large food particles from dishes. Make sure to rinse your dishes prior to placing them in dishwasher to avoid creating a clog.

If the dishwasher service vendor discovers the dishwasher is not draining due to tenant neglect, you will be charged for the repairs.

ELECTRICITY

Breakers

You should already know the location of your main electrical breaker panel from locating it at Move-In. If you do not know the location, please refer to the steps listed previously under Locate Master Electrical Breaker Panel.

Should you find any outlets, switches or appliances not working, **please follow these steps:**

1. Check the corresponding electrical breaker in the main electrical breaker panel. Though a breaker may appear to be in the ON position, it is possible that the breaker is slightly tripped.
2. Turn the electrical breaker switch completely to the OFF position and then back to the ON position. If this procedure does not solve your problem, there may be a tripped GFCI which is covered next.

GFCIs

If you are experiencing an electrical outage that was not resolved by the steps above, **please follow these steps:**

1. Check every wall in the property to find GFCI outlets. These are outlets with reset buttons. They are usually located in kitchens, bathrooms, utility rooms and garages.
2. Push every reset button you find on all the GFCI outlets.
3. If this procedure does not solve the problem, please complete a maintenance request through your tenant portal.

Non-Working Lights

- Change bulbs with bulbs you know to be working.

The owner will pay for necessary service calls; but, if the electrical technician determines the issue is due to a tripped GFCI, electrical breaker or a non-working light bulb, **the tenant may be charged for the service provided by the vendor.**

GARAGE DOOR

Opener

Do not call the emergency number for any problems concerning your garage door. If your garage door opener should malfunction, **please follow these steps:**

1. Pull the cord hanging by the top of the garage door to release the opener lock and the garage door will then operate manually.
2. Complete a maintenance request through your tenant portal and note you have disengaged your garage door from the opener.

Off Track

Please complete a maintenance request through your tenant portal with all the details about how the garage door came off of the tracks and the condition of the garage door.

Won't Close

Please follow these steps:

1. Check to make sure nothing is blocking the safety sensors. Sensors are located near the bottom of the garage door tracks.
2. Check each sensor to make sure they are not knocked out of alignment or dirty. A slightly misaligned or dirty sensor can stop your garage door from operating properly.
3. If you find a blocked, dirty or misaligned sensor, correct the issue and test to see if the door will operate properly.

The property owner will pay for necessary service calls. However, if the garage door repair vendor determines the problem is the result of blocked, dirty, misaligned sensors or tenant neglect, **the tenant may be charged for the service provided by the vendor.**

GARBAGE DISPOSAL

Is the garbage disposal making a humming/buzzing noise when turned on? If so, **please follow these steps:**

1. Turn OFF the disposal, unplug it from the wall or turn the breaker OFF to the unit. Most likely an object has jammed the blades and will need to be removed.
2. Insert an Allen wrench into the center shaft at the exterior base of the disposal and twist back and forth to loosen the blade. There may be an Allen wrench mounted on the side of the disposal or cabinet.
3. Remove the object that is causing the jam.
4. Restore power to the disposal and test.
5. Repeat the steps above until the object is removed.

If your disposal is not working and is making no sounds, **please follow these steps:**

1. Find the garbage disposal reset button, normally on the exterior base of the unit.
2. Press the reset button and then test the disposal.
3. If these steps do not solve your problem, complete a maintenance request through your tenant portal.

If the repair vendor discovers the cause of the non-functioning garbage disposal is due to an object obstructing the unit, **this required service may be charged to the tenant.**

LOCKED OUT

Do not call the answering service emergency number if you have locked yourself out of your home. You are responsible for hiring a locksmith to unlock the home for you. If you are locked out during our normal business hours, please call your local Jander Group office and we will do our best to make an additional key available for you to pick up; but, we cannot promise this will be available.

PEST CONTROL

Interior pest control is your responsibility unless your lease specifically states otherwise with that cost added to your rental payments. Since keeping a home pest free is challenging in the South, we strongly advise that you hire a professional pest control company to routinely treat your home for pests. The Jander Group will be happy to provide you with pest control companies that will professionally service your home at a reasonable rate.

Termite Swarms

If you should experience termites swarming in your home, **please follow these steps:**

1. Determine the origin of the swarm and attempt to cover the hole with tape or some other item that will stop the termites from entering the home.

2. Close the door to the room involved, if possible, and wedge a towel under the door to confine the termites to that area. Termites cannot hurt you and they die very quickly, but they are annoying.
3. Go to your tenant portal and complete a maintenance request.

PLUMBING

Leaks

Should you experience a severe water leak, **please follow these steps:**

1. Immediately turn the water off to the property via the master water shut-off valve.
2. During normal business hours, call your local Jander Group Office and report the problem.
3. After hours or on the weekend, call the emergency answering service and report the problem.
4. Let us know if you need water extraction or dry-out services.

In the warmer months, you may experience water leaks from your air conditioner. In this case, your drain line is probably clogged and an air conditioning technician, rather than a plumber, will be needed. You do not need to turn off the water to your home in this case. If you are unsure if the water is from a plumbing or HVAC water leak, **please follow these steps:**

1. Touch the water and see if it is unusually cold. If it is, the water is likely from the HVAC system and you will need an HVAC technician. If it is hot, it is likely from your water heater and you will need a plumber.
2. Go to your tenant portal and complete a maintenance request asking for assistance from the appropriate vendor.
3. Let us know if you need water extraction or dry-out services.

Backups

The owner is responsible to pay for any backups that involve faulty lines or tree roots. The tenant is responsible for any backups caused by improper usage. If you are experiencing a total house sewage back-up, **please follow these steps:**

1. Stop water usage inside the home to slow water flow into the sewer line.
2. You may remove the clean-out cap to encourage sewage to flow into the yard until help arrives. This is usually a 4 to 5 inch wide, white, PVC screw-cap raised above ground in the yard.

3. During normal business hours, go to your tenant portal and complete a maintenance request, then call your local Jander Group Office.
4. After hours, call the emergency answering service.
5. Let us know if you need water exaction or dry-out services.

If the plumbing vendor determines the source of the back-up is from tenant usage, **the required service may be charged to the tenant.**

Clogged Toilets

If you have a home with only one toilet and that toilet becomes clogged or otherwise unusable, please follow emergency procedures outlined above. If you have a problem with a toilet or toilets, but you still have one working toilet, this is not an emergency. Please fill out a maintenance request through your tenant portal.

REFRIGERATOR

Please submit a maintenance request through your tenant portal if you have a non-working refrigerator. If we receive your request during normal business hours, we will do our best to have our appliance repair vendor contact you as soon as possible. While waiting for the service technician, **please follow these steps:**

1. Leave your refrigerator door shut as much as possible as this will help keep cold air in the refrigerator.
2. You may wish to pack your perishables in coolers until the repair can be made.

If the appliance technician determines a new refrigerator is necessary, arrangements for the purchase and delivery of the new refrigerator might take a couple of days. We will diligently work to have a new refrigerator to you as quickly as possible and we appreciate your patience.

ROOF LEAKS

Please follow these steps:

1. Complete a maintenance request through your tenant portal.
2. Call your local Jander Group office to report the issue if during normal business hours.
3. Place a bucket under the leak until the repair can be made.
4. Poke a small hole in the drywall with a screw driver to allow the water to drain into the bucket. If you fail to take this step, you run the risk of water accumulating above the ceiling and the ceiling caving in.

5. Let us know if you need water extraction or dry-out services.

Roofers will not make repairs in the rain, so it is very important you know how to handle this matter until help can arrive.

SMOKE DETECTORS

If your smoke detectors are chirping, **please follow these steps:**

1. Replace the batteries with new batteries you know to be fresh.
2. Allow a few minutes for the batteries to charge the unit.
3. Test

If this does not resolve the problem, please submit a maintenance request through your tenant portal.

STORMS

Severe storms are a possibility in the South from time to time. Hurricanes in the Greater Orlando area and tornadoes in the MidSouth area are possible. The Jander Group asks that you continually check the local news to stay informed and do what is necessary to protect your family and belongings.

Maintenance Vendors cannot be dispatched during hazardous conditions.

WATER HEATER

Electric

If your water heater is not heating, **please follow these steps:**

1. Go to your main electrical breaker panel and turn the hot water heater breaker switch to the OFF position.
2. Then turn the hot water heater breaker switch to the ON position.
3. Wait at least 30 minutes for your hot water heater to heat the water in the tank before you test it.

If the hot water heater still is not heating, **please follow these steps:**

1. Locate your hot water heater tank and remove the front panel on the tank. There may be a small layer of insulation that you will need to push aside to locate the hot water heater reset button (usually a red button).
2. Push this button and **ONLY** this button. Do not touch anything else.
3. If the reset button quickly trips again, one of the heating elements will most likely need to be replaced.
4. Go to your tenant portal and complete a maintenance request listing the steps you attempted to solve the problem.

Gas

If you have a gas water heater that is not heating, **please follow these steps:**

1. Locate your hot water tank and find the pilot light controls. There should be a small window (usually on the bottom of the tank) to view the pilot light. There might be a small metal cover over this area.
2. Check to see if the pilot light is currently lit.
3. If the pilot light is not lit, follow the instructions on the hot water tank for lighting the pilot light. Sometimes air in the gas line can cause the pilot light to go out. Please attempt to light the pilot light a few times per the instructions on the hot water tank. If air has built up in the line, it might take between 30 and 60 seconds of holding down the pilot light starter for the gas line to free itself of air.

If you are unsuccessful in lighting the pilot light, go to your tenant portal and complete a maintenance request listing the steps you attempted to solve the problem.

If the plumber determines that the problem is a non-lit pilot light, **the tenant may be charged for the service provided by the vendor.**

YARD CARE

It is your responsibility to keep your lawn and yard properly cut, trimmed and edged and your flower and tree beds free of weeds. Your yard should look manicured at all times.

Irrigation System

It is your responsibility to keep your yard adequately watered. If your home has an irrigation system, **please follow these steps:**

1. Report any problems you are having with the irrigation system by completing a maintenance request through your tenant portal.

2. Make sure to indicate if your irrigation system control clock is located in your garage or on the outside of the home.
3. Flag any broken sprinkler heads to help the yard service vendor easily identify the broken unit.

Our yard service vendors will do their best to make necessary repairs as quickly as possible, but please remember that it is your responsibility to keep your yard properly watered. There may be times when you'll need to run a hose and sprinkler to accomplish this task. Replacing sod is very expensive.

Homeowner Association Violations

If The Jander Group receives an HOA notice that your yard is not being kept to the standards of the association, we will promptly inform you of this notice and also notify our yard vendor. If you are not able to promptly correct the problem, we will hire the yard service vendor to rectify the issue and **you will be charged for this service.**