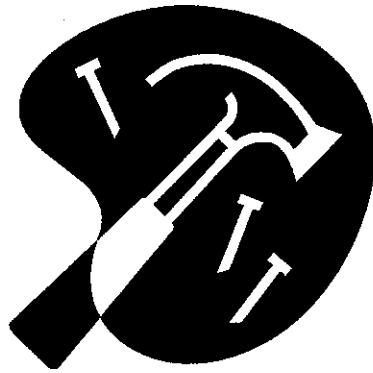


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# Maintenance

## Handbook



“To assist you and  
support you in safe and  
independent living at

## Maintenance Tool Inventory List

2 x Utility Knives	4 Phillips head screwdrivers
Stud finder	4 Flat head screwdrivers
2 x sets of hex tools	1 box saw
3 x 6" wrench	3 x pliers
3 x 8" wrench	2 x wire strippers
Level	2 x awls
3 x tape measure	2 x putty knives
1 hammer	Set of Klein screwdrivers
1 x 6' ladder	1 18V Makita drill
1 x 5' ladder	1 18V Makita screwdriver
1 key machine	1 18V Makita flashlight
2 x pipe wrench	1 x Makita dual-pack battery charger
3 x flashlights	1 Arrow T-50 stapler
1 wet-dry vacuum	Numerous plungers
3 x tool belts	1 generic volt meter
2 x wire cutters	1 Maintenance vacuum cleaner
1 lopper	5 x yellow caution signs
2xdrill bit set	3 x caution safety cones
2xrespirators	3 x First aid kits
1 basin wrench	1 shop shear
4 spring clamps	

## Maintenance Information

Maintenance Supervisor

### **Work Orders**

Work orders are collected each **weekday** morning at 8 a.m. Work order forms are available in each building below a blue metal box in the lobby. Fill out with building location, apartment number, name, phone number, and permission to enter... either YES or NO. Then date the work order. There is space to describe your problem, try to keep it simple and legible. If it is an emergency please **call the Maintenance office or an R.A...** If for some reason the R.A. in your building is not available call one of the R.A.'s from one of the other buildings.

The resident assistant for each building is located in the lobby, posted with their phone number. The resident assistant can call ... our Maintenance supervisor.

Once your land line phone is connected, you may **submit a work order** to have the front door programmed to dial your phone; enabling you to buzz your visitor in by pressing the # sign on your phone for 2 seconds. The number 9 will also work.

### **Laundry Room**

Please observe our hours of operation (8 a.m. to 8 p.m.) and complete your washing and drying by closing time each night. Please report any equipment failure by submitting a work order to maintenance.

## **Electrical**

If you have any type of electrical problem or concerns please do not attempt any repairs yourself. Leave the power panel alone, no flipping circuit breakers on and off. Contact maintenance immediately or an R.A. after hours. [redacted] is on call 24hrs. The Resident assistants know how to reach him. If you are concerned about a problem on the weekend please make sure an R.A. knows.

Check your small appliances or have maintenance take a look at them. A cord in poor shape can cause a problem. A toaster, iron, coffee maker, electric can opener, hair dryer that has been with you for 8 to 10 years is most likely ready to be replaced.

Ceiling Fans – Are not allowed.

## **Smoke Alarms**

If your smoke alarm is chirping like a bird it means the battery back up needs to be replaced. Please do not try to do this yourself. Call the maintenance office and please put in a work order.

**If it is after hours, notify your building's Resident Assistant.**

**Do not throw away any 9V batteries in the garbage.** They can cause a fire.

If you set off a smoke alarm from burning something on your stove, you **MUST** put in a work order so that maintenance can check potentially overheated wiring that can cause a short and lead to further damage.

## **Lights**

Please do not replace any light bulbs that require a step stool or ladder. Please put in a work order for this. In the case of a light bulb, you provide the light bulb. If a tube is required we provide the tubes.

## **Heaters**

Heaters must have 24 inches or space around them. This is for your safety. They are not for drying any items. Nothing should be set on them. No loose fabric hanging close. Please take note that **even if you don't turn your thermostat on, the baseboard is still on. It is made that way. It will come on if it gets cold enough in your apartment, even if you have the thermostat off.** The heaters attract some dust and need to be wiped off periodically with a dry cloth. Make sure that the heater is off/cold when you do this. Not doing this will cause them to smoke and darken the wall above them.

If you have any concerns about your heaters, please address them to maintenance.

## **Plumbing**

At the first sign of a water leak, please contact maintenance. A small leak can be the first sign of a bigger problem. Please do not try to repair it yourself.

## **Kitchen**

### **Garbage Disposal**

***Never reach your hand inside a disposal!*** If you think that your disposal is not running correctly, contact maintenance and do not use it. If you know you dropped something into it contact maintenance. Please don't continue running it thinking it will grind it up. It will only do more damage.

You may have used a garbage disposal before but, you may not know that all disposals are not the same horse power.. That means that they cannot handle a lot of kitchen waste. Be gentle with what you put in to it. No stringy vegetables like celery stalks and artichoke leaves. Potato peelings can jam it up. No meat or bones. Running a tray of ice cubes through your disposal (turn it on) once a month will help keep it clean. Baking soda will help keep it fresh smelling.

### **STOVES**

**Do NOT put aluminum foil on your drip pans, and do not use your oven to store anything except your broil pan. This is a SERIOUS FIRE HAZARD!!**

Refrigerator -Your refrigerator needs to have some space in it for air flow. Please do not pack it full. The freezer has cold air vents that need to be clear and not blocked. If you add a freezer, you are required to have a drain pan beneath it. You will need to purchase this yourself, and maintenance will install it for you.

**Please no adhesive backed contact paper at all.**

## **Bathroom**

Toilet – Prevention is the best way to have a toilet in good working order. No “blue deodorizers”. The chemical plugs up the fill valve in the tank. You can add 1/3 cup bleach to the tank once a month. Only flush biodegradables. There are products that may tell you that they are flushable, but they are not acceptable to the system that we have at Stillaguamish. Please **do not flush depends, sanitary products, paper towels, and kitty litter**. If you are unsure about something talk to maintenance.

We suggest that you do not store any paper products or powdered washing soap under the sink in case of leaks.

Please no decorative adhesive backed “stickies” like flowers or butterflies in the bathtub or shower. Removable suction mats are fine.

Bathroom drains – If you notice a slow drain please turn in a work order. Please do not use any device to try to clean out drains. **No coat hangers please.**

**Please do not use any chemicals to unplug any toilet, or any drain of any kind at all. This is IMPORTANT.** Call maintenance or an R.A. Please.

## **Hanging Pictures**

For tenant safety any pictures, mirrors, or shelves over 3lbs. needs to be hung by maintenance.

**No nails or screws in any of the doors or woodwork in the apartments.**

### **Power Outages**

Please be prepared for a power outage. Make sure you have flashlights or another form of battery powered lighting. Keep fresh batteries available with the flashlight so you know where they are. Do not use candles. During a power outage the elevator will return to first floor only. Some of your phones will not work. You may like keeping a battery powered radio available. Emergency hall lights will work for a number of hours but they do have a limit. Automatic fire doors will close. Fire systems will continue to work. Staff available will be checking the common areas to make sure no one is stranded in the dark. Conserve on toilet flushing. Please be patient and safe.

### **Dog Walk Area**

A map is included to show the area for dog walking. Please pick up your dog's droppings to remain in **compliance** with Apartments **pet policies**.

### **Recycling information**

Please do not put garbage in the recycling dumpster. Dumpsters are clearly marked with a description of what can be put inside. Be sure and **CHECK THE DUMPSTER LABEL**. Each building has its own dumpster for garbage and a separate dumpster for recycling. We now have a yard waste dumpster at the \_\_\_\_\_ and back behind \_\_\_\_\_.

You can use the yard waste dumpster for weeds, branches,



clipping, grass and leaves. The outside of the yard waste dumpster gives you information on what you can put in it.

**Medical sharps** can be turned in to the maintenance office for disposal.

Please don't place them in the common garbage

Discarded microwaves, TV's, furniture, medical equipment, and small appliances **may NOT go into our dumpster!**

We have a local transfer station about three miles from here. See information attached.

### **MOVE-OUT CLEANING**

If you have any questions about the cleaning standards, feel free to contact me in the maintenance office so I can advise you.

Whether you are moving in or out; anytime you have a question about health or safety issues I am here to help you. Let's talk **BEFORE** a problem spirals out of control.

# Maintenance and Repair Report \_\_\_\_\_

Date Requested \_\_\_\_\_

Building \_\_\_\_\_

**Sign for Permission To Enter** \_\_\_\_\_

YES

NO

Resident: \_\_\_\_\_

Apt. # \_\_\_\_\_

Phone #: \_\_\_\_\_

Pet inside? YES

NO

Service Requested: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## MAINTENANCE OFFICE SECTION ONLY

Work and Materials \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Date: \_\_\_\_\_

QUALITY CONTROL	CHECKED	IMMEDIATE ATTENTION
Blocked Egress		
Obstructed Heaters		
Smoke Alarms		
Unauthorized Pets		

Housekeeping - Good \_\_\_\_\_ Fair \_\_\_\_\_ Poor \_\_\_\_\_ Immediate concern \_\_\_\_\_

Approved \_\_\_\_\_

Date: \_\_\_\_\_

Maintenance Office - 