



PO Box 418 / 14080 Mill Street, Guerneville, CA 95446
(707)869-0623 / Fax (707)869-1739
www.dandgequity.com

D & G Equity Management Office Hours:
Monday through Friday from 9:00am-5:00pm to report a maintenance issue
Extreme ONLY after Hours Emergency, weekends, Holidays
707-869-0808 extension #123

Link to Online Maintenance Request:
[https://dgequity.appfolio.com/connect/online work orders](https://dgequity.appfolio.com/connect/online_work_orders)



MAINTENANCE, REPAIRS, TENANT UPKEEP

- Before calling D & G Equity Management, Inc. to report an issue, please check to see if there is something that could be causing what APPEARS to be a repair problem.
- Specific examples of this are listed on the following pages.
- Be sure to read these examples carefully.

DETERMINE IF IT IS AN EMERGENCY OR A NON-EMERGENCY ITEM

EMERGENCIES:

- The definition of an emergency is defined as a life-threatening situation such as a fire, flood and/or uncontrollable water, electrical problem, smell of gas/propane, etc.
 - Emergencies causing immediate danger such as fire, **dial 911.**
 - Emergencies involving gas, call your propane provider.
 - Emergencies involving IMMEDIATE electrical danger, **call PG&E (800)743-5000.**
 - Emergencies such as backed up plumbing or flooding, call the D & G Maintenance line **(707)869-0808 ext #123** and listen for the after-hour prompts.
 - An emergency is not heat. We recognize this is a priority item and will communicate with the vendor to ensure your heat is working in a timely manner.
 - An emergency is not air-conditioning, non-working dishwasher, sprinklers, etc.

NON-EMERGENCIES – PLEASE DO THE FOLLOWING:

- **After Office Hours – call (707)869-0808 ext #123** and follow the prompts to leave a message. Be sure to leave a complete message with a return phone number. Be sure to follow up during office hours in the event the voice mail system fails or the message does not record.
- **During Office Hours– call (707)869-0808. Monday through Friday from 9:00am-5:00pm** Explain your problem clearly and calmly, giving your name, telephone number and Premises address. A work order will be immediately written for you.
- A vendor will be assigned and will contact you to set up an appointment. Vendors are not given keys to properties, unless specified by you.
- Failure to show for an appointment will mean a charge to you. Therefore, be sure to call if you are unable to make the appointment.
- If you do not hear from a vendor within 3-4 days, call D & G Equity Management. We will then contact the vendor for you and find out the cause of the delay and inform you as to when service can be expected.
- If you are still having problems after a recent repair has been implemented, be sure to let us know. A recent repair means within the last 60 days, or 30 days for pest control. If you fail to report this and there is further damage, you may be responsible for the cost of the damage.



ITEMS TO TROUBLESHOOT BEFORE CALLING:

- The oven does not work:
 - Check the time bake to be sure the settings on the unit are not preventing the oven from turning on. An oven set on time bake will not heat.
- Air-conditioning does not work:
 - Check ALL circuit breakers. Often during hot weather or if a circuit breaker overloads, it will trip off the circuit A/C breaker. Often it is difficult to see that the breaker is tripped and it will look like it is not. Therefore, the breaker must be turned all the way off and then all the way on. The breaker must be turned all the way off because it will not reset itself to correct the problem.
- Garbage disposal does not work:
 - Check underneath on the disposal unit for the reset button that may need to be reset. If something is stuck and the blades do not turn, try putting a broom handle down the disposal and give it a twist. This will often solve the problem. Be sure garbage disposal is turned OFF while doing this.
- Electrical does not work in part of the house:
 - Check for the GFI outlet, which is usually located in the garage, kitchen or bathroom. Reset the GFI outlet and in most cases it will restart the electrical. Sometimes there is more than one GFI and it is a good idea to check around the house.
- Circuit breakers keep going off:
 - Check all appliances to see if the circuits are being overloaded, such as irons, microwave, toaster, blow dryers, etc.
- Smoke alarm or CO detector doesn't work:
 - Most all smoke alarms and CO detectors are 10 year life
 - Check to see if the batteries have to be replaced. Normally the smoke alarm will emit a beeping sound when the batteries are not working or losing the charge. Test smoke alarm(s) every thirty days and report to D & G Equity Management, Inc. if they are not working. Remember a smoke alarm is for safety and it is very important to check on a regular basis to ensure they are working.
 - **If smoke alarms or CO detector start beeping, malfunction, or need repair, Tenant(s) must notify D & G Equity immediately.**

TENANT(S) ARE RESPONSIBLE FOR THE FOLLOWING ROUTINE MAINTENANCE:

- Fireplace Maintenance
 - Be sure to open the vent before starting a fire.
 - If smoke is coming out of the fireplace, put out the fire immediately and vent the house.
 - Do not use soft woods in fireplace such as pine, fir and redwood or logs purchased as compressed wood firelogs, ie. Duraflame, etc. These woods/logs cause a coating in the flue, which can cause fires. Use woods such as oak, almond, walnut, etc.
 - Do not overfill the fireplace and create a blazing fire that could cause damage to the firebox or cause a fire.
 - Use a fireplace screen at all times when using the fireplace to prevent damage, particularly to the carpet.
 - When removing coals from the fireplace, always make sure the coals are cold. Never put hot or warm coals in a container such as a garbage can, paper bag or any other container. Never store the garbage can in the garage or against the house. Store any warm or hot coals away from any combustibles for at least two days before disposing of them.



TENANT(S) ARE RESPONSIBLE FOR THE FOLLOWING ROUTINE MAINTENANCE

Continued.....

- Normal Insect Control
 - Tenant(s) are required to perform normal insect maintenance.
 - When storing pesticides, Tenant(s) are to be careful of the safety of children and animals.
 - There are several common controls for ordinary mice that can be bought at the grocery or garden supply store.
 - If the insect problem persists, call D & G Equity Management, Inc.
- Landscape and Watering
 - Where indicated on your Agreement, maintain exterior landscaping by mowing, trimming, weeding, fertilizing and watering.
 - If there is a sprinkler system, be sure to monitor the level of water needed and if necessary contact D & G Equity Management, Inc. for additional help or instructions.
 - Pick up pet droppings on Premises and keep pets from causing damage.
- Replacement of certain items:
 - Light bulbs – replace when burnt out with correct size.
 - Furnace and Air Conditioning Filters – replace at a minimum of every three months with the correct size. The size is stamped on the side of the filter and an arrow will indicate the direction of airflow.
- Proper disposal of certain items:
 - Toxic waste such as oil, antifreeze, batteries and solvents.
 - Garbage in proper containers and in accordance with City/County rules.
 - Holiday decoration lights are to be hung properly and carefully checked. They are only to be hung during the holiday season and immediately removed. Christmas trees should also be properly removed in a timely manner.

CLEANING AND MAINTENANCE OF THE PREMISES

- Kitchens
 - Keep oven/stove vents cleaned regularly.
 - Keep all ovens cleaned regularly. If the oven is a continuous clean oven, do not use oven cleaner. This will ruin the continuous clean oven function. Turn oven to 450° and leave on for several hours. High heat helps the cleaning process. Then wipe clean. Do not leave oven on and unattended.
 - On regular ovens use an oven cleaner such as Easy Off.
 - On self-cleaning ovens follow the cleaning directions.
- Bathrooms
 - Prevent mildew and mold from accumulating. If mildew and mold appear, use a product such as X-14 or Tilex to remove.
 - Keep bathroom properly ventilated to prevent mildew and mold from appearing. Use an exhaust fan or window while taking showers and for an extended time afterward.
- Carpets and Floors
 - Carpets and floors are to be maintained by Tenant(s) during the tenancy at their expense.
 - Do not use wax on vinyl or tile flooring.
 - Use only hardwood floor cleaners on wood flooring.
 - Have carpets professionally cleaned when appropriate and upon vacating the Premises.



RESPONSIBILITY OF TENANT(S) TO REPORT MAINTENANCE PROBLEMS

It is the responsibility of the Tenant(s) to report any repair/maintenance problem. Failure to do so could result in a Tenant(s) charge for damages. The following are examples:

- Any sign of pervasive mold or mildew in the Premises
- All toilet or faucet leaks and any plumbing backup
- All electrical problems
- Heating and air conditioning problems
- Inoperative smoke alarms
- Faulty appliances supplied on Premises
- Roof leaks
- Broken windows and doors
- Fence repair
- Malfunctioning sprinklers
- Major pest control items such as bees, cockroaches, rats, termites or other major infestations
- Any other necessary repairs or unsafe conditions

CHARGES/FEES WHICH TENANT(S) WILL BE RESPONSIBLE FOR:

- a service call for electrical failure caused by a breaker being tripped.
- an oven that is on 'time bake', and is not detected.
- a sewer stoppage that is caused by Tenant(s) placement of debris in the line such as toys, diapers, rags, sanitary napkins, extensive toilet paper, etc.
- failure(s) to report a necessary repair.
- failure(s) to meet a vendor at an assigned appointment and there is a vendor charge.
- damage to the Premises by the Tenant(s), their guests and licensees.
- reporting a repair which does not require service.
- failure to replace battery for smoke alarm(s) or battery for remote door opener and causes a service call for that only requirement.
- replacing doors, jams, broken glass and/or windows resulting from forced entry, unless Tenant(s) provides a Police Report detailing the cause of the problem and showing forced entry by others.
- professional carpet cleaning upon vacating the Premises.
- damage caused to the walls, carpets, floors, etc. due to the Tenant(s) leaving the windows or doors open during rain or wind.

TENANT(S) ARE NOT TO DO THE FOLLOWING:

- Do not wash the draperies, call D & G Equity Management for instructions on all window coverings.
- Do not perform electrical work. (This does not include changing light bulbs or batteries.)
- Do not deface, mar or change walls, woodwork, flooring or landscaping of the Premises without prior written permission from Property Manager or Property Manager's Broker.
- Do not perform repairs unless authorized by D & G Equity Management.
- Do not deduct any unauthorized or pre-authorized maintenance expense from your rent. If D & G Equity Management authorizes you to perform any maintenance, you must submit ALL receipts for reimbursement.