

Jim McNeeley Real Estate & Property Management, Inc.



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Repairs

For repair issues, please contact your property manager. Unfortunately, as a small business, we are unable to provide 24-hour service. Our office is open seven days a week but the hours are limited on the weekends. Monday through Friday we can be reached from 8:30 A.M. to 5:30 P.M. On the weekends we are open from 11:00 A.M. to 4:00 P.M.

Since you are in possession of your residence, please arrange access to your residence directly with the repair person. We have found that this results in less confusion. You can either hide a key for the repairperson to enter your home or you can arrange a time to meet and let them in. **Please keep in mind that if you do make an appointment with a repairperson that you may be liable for a service call fee if you miss the appointment. If the repair is determined to be tenant-caused, you will be responsible for paying the cost.** Also, keep in mind that contractors are often behind schedule because of unpredictable repair schedules and some may find it difficult to meet you at a specific time. If you do wish to meet them at a specific time, we would suggest meeting them first thing in the morning to avoid delays from previous jobs. All our contractors are licensed and bonded by the State of Oregon.

If you are handy, you may want to perform minor maintenance items on your own. Please check with us before doing so. If you perform your own maintenance without checking with us, we cannot promise you reimbursement and in some instances we may ask you to change things back to its original form. For example, if you decide to paint your bedroom with a color not approved by the owner, without permission, we would probably ask you to return it to its original color and would not reimburse you for the paint. If you do receive written approval from us, we will reimburse you for your materials used in your repair if you send us copies of your receipts (as agreed to in the written approval). **Please do not ever make any deductions to your rent payment.**

Another issue that often comes up is the scope of the repairs that can be done by a particular repairman. For instance, we may send a repairman to fix a leaky faucet and you as a tenant may ask them to paint the garage while they are there. We often are limited on the repairs that a particular repairman can make by financial constraints or by the abilities of the particular repairperson. For any additional major repairs that were not previously reported, please call us rather than asking the repairperson directly. If you can reach us while the repair person is there, we may be able to approve the work same-day. For minor repairs (less than 15 minutes) that you happen to notice while the repairperson is there please ask the present repairperson to fix it if they are able. In fact, it is helpful if you could group minor repairs items together ahead of time so that the repairperson does not

have to inconvenience you with several trips. We strive to do emergency repairs by the next day and other repairs within the week. Major projects that require several bids may take longer.

I have enclosed a list of troubleshooting tips for some of the minor items that tenants can often repair themselves. This is often the most convenient solution for all. If you do feel uncomfortable performing these repairs, please give us a call.

Sincerely,

Jim McNeeley Real Estate and Property Management, Inc.

Troubleshooting List for “Quick Fix” repairs

1. Electrical Issues
 - a. Check all breaker switches by clicking them off and on. Many of these boxes are labeled so they list the specific circuits that they service.
 - b. Many houses have GFI circuits in the bathrooms and kitchens. This is a safety device located on a plug outlet. If the circuit is overloaded this will trip the GFI circuit and you will need to reset the GFI circuit at the plug outlet and possibly reset the circuit breaker.
2. Garbage disposals
 - a. Garbage disposals can be plugged easily. Onion peels, egg shells, potato peels, popcorn, banana peels and grease are some of the biggest culprits.
 - b. Most garbage disposals have a reset button located on the bottom of the unit. Press this if your garbage disposal gets jammed.
 - c. Many garbage disposals also have an Allen wrench (L-shaped) wrench that you can use to turn the blades if it gets stuck.
 - d. If you hear a grinding noise, please call us immediately.
3. Automatic Garage Door
 - a. The newer type of garage door openers has laser eyes that will prevent the door from closing if there is an obstruction. Clean and/or remove all objects near the door.
4. Ants
 - a. Small black ants may be discouraged through over the counter remedies (ant traps, spays and powders) A low cost solution would be a bucket of 50/50 mixture of powdered sugar and Borax with a couple packets of yeast. Spread this around the outside of your home and in areas that they are appearing.
5. Plumbing
 - a. If you have a plugged drain, try a plunger or some drain cleaning product. If this is not successful, please call us to have your drain snaked.
 - b. During the winter, please disconnect all garden hoses and if possible turn off the outside water supply. Hose bibs may also prevent frozen pipes from bursting.
 - c. If you have a leak under a sink or from a toilet, there is usually a water shut-off valve under the sink or behind the toilet. Please shut water off to prevent water damage until the plumber comes.
 - d. If you are having a leaking dishwasher, please check to make sure you are not using too much soap. If it is still leaking please call us.
6. Lawn Care
 - a. During the spring and summer months you may want to buy weed and moss control products to control weeds in your lawn. Weed-be-Gone is also a product that kills weeds without killing your lawn. Use these products with care because if you do not water regularly after using it can burn out your lawn.
7. Smoke Detectors
 - a. All smoke detectors in rental houses should either be electric or contain 10- year lithium batteries. They should also have a silencer or hush feature that will temporarily disable the detector in the event your cooking or steam from the shower keep setting the alarm off. If this is not the case, please call us immediately and we will change the detectors.

Jim McNeeley Real Estate hopes that this list of “quick fixes” will help you. Please keep safety first in mind and do not do anything that you feel will endanger you. Please be especially careful with the electrical repairs. Flipping the circuit breakers or resetting the GFI’s should not require any tools.