

# Maintenance Requests

Realty Club Las Vegas strives to address all your maintenance needs timely and in accordance with Nevada Statutes. Before completing the maintenance request form, please read the trouble shooting guide below. Completing these steps can prevent wasted time and money! In accordance with the lease agreement and addendum, tenants may be charged for a service call if it is determined that the tenant failed to perform routine maintenance task(s) as outlined below:

1. **No Air Conditioning:** Dirty a/c filters are the primary cause of a failed air conditioning unit. Check all circuit breakers. Clean and replace filter and test.
2. **Smoke Detector beeps / won't work when tested:** replace battery and check wire connection.
3. **No power to electrical plugs or switches (often affects a specific section of the home):** Most of these problems are due to a tripped GFI (ground fault interrupter) breaker. These are the electrical outlets that have "test" buttons between the two outlet receptacles. ALL homes have several of these outlets. They are located in the kitchen, bathrooms, laundry/utility rooms and garage. Check and reset all GFI outlets. Check if plug works off a wall switch.
4. **Garbage disposal doesn't work:** Turn it on, do you hear a buzz? If not, hit the reset button on the bottom of the disposal and test. If you hear a buzz, turn off disposal and unplug. Mounted on the side of the disposal or side of cabinet may be an allen wrench. Put the wrench in the center shaft and twist back and forth (this un-jams the disposal). Remove the object that is causing the obstruction, turn back on, and test. Repeat until the object is removed.
5. **No hot water:** Check thermostat on tank for proper temperature setting. Check that thermostat is not set to "vacation". Check and reset breaker in power panel. Check and reset button next to thermostat. HAVE YOU HAD THE GAS TURNED ON? See Utility section of our website for contact information.
6. **Hot water is too hot:** Check thermostat on tank and turn down.
7. **Plumbing or fixtures leak:** Turn off water fixture, turn off water at supply line and notify Landlord immediately
8. **Toilet is plugged:** Plunge and test. Our office is not responsible for clogged toilets and/or drains.
9. **No heat:** Check thermostat. Check that furnace covers are in properly. Check that a switch that looks like an ordinary light switch is turned on (located in or near the furnace room). Did you pay your utilities or issue an order to connect the utility?
10. **Dishwasher won't drain:** Clean food out of bottom of dishwasher.
11. **Dishwasher grinds or no water is coming in:** Turn off, if no water on the bottom pour two large glasses of water into the bottom and re-start. If problem continues discontinue use.
12. **Refrigerator too warm or too cold:** Check thermostat in refrigerator is set correctly.
13. **No Electricity:** Check all breakers, flip them hard to the OFF position and then hard to the ON position, Check the GFI in bathrooms, kitchen, laundry room, and garage. Did you order service? Call Nevada Power at 367-5555.
14. **Lawn/Yard/Sprinkler Repairs:** Unless otherwise directed by your lease, lawn maintenance is the tenants' responsibility. This includes checking sprinkler heads and replacing if necessary. Weeding, trimming, mowing and fertilizing are not included with your rent.
15. **Pest Control is the responsibility of the tenants unless otherwise stated in your lease agreement.**
16. **Pool/Spa/Yard Maintenance:** If provided, these services are contracted and paid for by the property owner. Tenants must comply by granting access to yards/pools on the designated day of service. Failure to cooperate may result in the termination of these services and/or your lease contract. However, if your service provider fails to provide required service, contact our office.