

In case of an emergency

First protect your family from harm. For immediate life-threatening emergencies please call 911.

1. Once you are sure of their safety, and if your safety will not be jeopardized, take steps to correct or lessen the effects of the emergency.
2. You can minimize damage from a water leak, for example, by turning off the water to a particular fixture or turning off the water main to your home.
3. Do not delay in reporting an emergency.

Utility Companies

<i>Water</i>	Boise	(208)362-1300
	Meridian	(208)888-4433
	Star	(208)286-7388
	Kuna	(208)922-3397
	Middleton	(208)585-3133
	Nampa	(208)468-5711
	Caldwell	(208)250-1638
<i>Gas Smell</i>	Intermountain Gas Company	(877)777-7442
<i>Power</i>	Idaho Power - Emergencies & Outages	(208)388-2200

Contact Us

<i>Phone Call</i>	After hours, call and select Option 1 for our answering service.	(208)696-1292
<i>Message</i>	Use your message option in your Resident Portal	
<i>Task Item</i>	Open a task item in Property Meld: https://app.propertymeld.com/tenant/24k-property-management	

These are some frequently asked questions that we've put together for our Tenants. Provided are some simple steps that can be used to solve minor problems. Many problem-solving tips can also be found by googling the model number of the product you're experiencing issues with. For example, to set a pin up for your garage door opener, we recommend looking up the model number of your garage motor for the original manual to get instructions.

Clogged Drains:

Chemical drain cleaners are caustic or oxidizing and should not be used in your pipes. When these drain cleaners are used enough in pipes, they can cause the pipes themselves to degrade. When used in plastic pipes, chemical drain cleaners cause damage by creating heat. Chemical drain cleaners are bad for the environment as well as septic systems. Here are steps advising how to clean out a clogged drain:

- Clearing Clogged Shower Drain
 - 1.) Make sure drain is all the way closed.
 - 2.) Turn cap counterclockwise until removed.
 - 3.) Insert flat head screwdriver and turn counterclockwise to remove drain.
 - 4.) Use plastic hair snake or fingers to remove hair.
- Clogged Sink Drains
 - 1.) Remove standing water.
 - 2.) Remove any visible blockages, and check garbage disposal.
 - 3.) Try boiling salt water, or vinegar and baking soda to unclog drain.
 - 4.) Snake the drain with a plastic draining tool.
- Disposal Not Functioning
 - 1.) Make sure that the disposal switch is in the "OFF" position.
 - 2.) Gently press the red button in to reset garbage disposal. If it does not stay in (retracted), wait ten minutes, and try again.
 - 3.) Turn on a cold stream of water and turn the disposal switch to the "ON" position, the disposal should now run again.
 - 4.) If the garbage disposal reset button still will not stay in, or if you must repeatedly reset the overload protector (GFCI outlet button), the disposal may require service.
 - 5.) Look under your sink and see if the disposal is plugged into a dual-outlet receptacle. With those outlets there is one side that is always on, and one side that is operated by a switch. Make sure your disposal is plugged into the correct one.

Dishwasher:

Many issues with dishwasher's can be solved by cleaning it. We recommend using citric acid or Affresh cleaner per the products instructions.

- Dishwasher Won't Fill
 - 1.) Make sure water supply valve located under the sink is turned to open, allowing water to flow into the machine.
 - 2.) Make sure the door is shutting completely.
- Rack Won't Slide
Check rollers or wheels for damage to see if your racks aren't moving properly. You may need to fix the alignment of the rack.
- Dishwasher Won't Use Detergent
Your dishwasher's detergent dispenser may not release detergent properly simply because it is clogged with caked-on detergent. Clean it, and make sure that it opens easily for you.
- Smell in Dishwasher
Fill a bowl with vinegar, place on the top rack and run a normal cycle with the dishwasher empty except for the bowl. Put baking soda in a bowl on the bottom rack and run a second cycle. You can also use citric acid, an Affresh tab cleaner or a similar product.
- Dishwasher Won't Start
 - 1.) Make sure that the dishwasher is closing properly. If it has a faulty door latch or a faulty door latch, this could be the problem. If your door isn't properly closed, the dishwasher will not start.
 - 2.) Make sure your dishwasher is plugged in properly.
 - 3.) Look at your circuit breakers to make sure they have not blown or tripped.

Refrigerator:

- Water Dispenser Going Slowly
 - 1.) Change water filter.
 - 2.) Pull out fridge and make sure water hose isn't kinked.

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- Compartments Freezing Over, Not Cooling Down or Motor Being Too Loud
 - 1.) Unplug and let cool off for 24 hours.
 - 2.) Pull out fridge and dust around all vents.
 - 3.) Make sure fridge is level.

Oven Range/Stove:

- Burner Not Heating
 - 1.) Make sure that the plug to the stove has not come loose.
 - 2.) Check the power source receptacle. Grease, oil, and moisture can accumulate in the power receptacle causing issues.
 - 3.) Make sure there is a firm connection between burner coil, and terminal.
 - 4.) Remove coil and place in another receptacle to see if it heats. The outcome of that will let you know if it's the coil that's bad or the receptacle.

Toilet Problems:

- Toilet Constantly Running
 - 1.) An easy fix can just be to raise the flush lever to the top after flushing.
 - 2.) If that doesn't work, remove lid on the back of the toilet.
 - 3.) Use flat head screwdriver to turn the screw on top of the float device slowly clockwise to raise the float in toilet tank.
- Toilet Clogged
 - 1.) Use plunger to loosen clog, make sure plunger is completely submerged and covering the hole of the drain.
 - 2.) Give it a few pumps to allow pressure from water to unclog the drain.
 - 3.) If plunger does not work, try using hot water (not boiling water as that may crack the porcelain).
 - 4.) If still clogged, use one cup of baking soda and one cup of vinegar down the toilet drain. After thirty minutes pour hot water down the toilet drain and then flush.
- Toilet Overflow
 - 1.) Do not continue to flush.
 - 2.) Give it some time to drain prior to unclogging.
 - 3.) Locate the flapper inside the tank, it will look like a rubber circle attached to a chain or lever.
 - 4.) Push the flapper closed.
 - 5.) Immediately soak up any spilled over water to prevent water damage.
 - 6.) Find water shut off valve near the base of the toilet, turn it off so water will not continue to overflow.
 - 7.) Advise Management immediately if there is puckering around linoleum etc.

Washer:

- Mildew Smell
 - 1.) Make a habit of keeping the door open after running a load.
 - 2.) Use Affresh cleaner or similar brand on a regular basis as product recommends.

Dryer:

- Taking Too Long to Dry
 - 1.) Clean the lint trap after every load that is ran.
 - 2.) Make sure you aren't overloading the dryer.
 - 3.) Make sure the clothes going into the dryer aren't overly wet.
 - Dryer Won't Start
 - 1.) Check to ensure it is plugged in.
 - 2.) Pull out part way and make sure hose isn't kinked.
 - 3.) Check breakers.
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Loss of Power:

Electrical issues outside of resetting GFCI or breakers as needed and installing lightbulbs, must be brought to management's attention.

- Room Outages & GFCI Resets
 - 1.) GFCI outlets may be located in different places in different rooms, look for the outlet that has the test and reset buttons on it.
 - 2.) Make sure electronics have been removed from outlet.
 - 3.) Push the test button on outlet.
 - 4.) Push the reset button on outlet.
 - 5.) Plug your electronics back in.
 - 6.) If this did not do the trick, check your breaker box and if one is flipped, flip it back on.
- Entire House Outage
 - 1.) Look around at surrounding homes and see if their power is out also.
 - 2.) If so, contact Idaho power for outage information.
 - 3.) If the power is off on only your home, contact Idaho Power to discuss as there may be billing issues.

Heat, Air Conditioner or Thermostat:

- Home Not Cooling
 - 1.) When temperatures exceed 100° outside, the A/C cannot keep up so while your thermostat may be set to 70° and the actual temperature in your home is 80°, it's functioning normally. If temperatures are below 100° outside and the A/C isn't keeping up with the selected thermostat degrees, open a task item for your Management Team to weigh in on it and see if it requires a tech on site for diagnosis or repair.
 - 2.) Make sure that your air filter isn't in need of being changed. A dirty air filter can choke the airflow causing your HVAC system to turn itself off.
- Home Not Heating
 - 1.) Make sure that your air filter isn't in need of being changed.
 - 2.) Make sure your thermostat is operable. If it is not, read to the next section.
- Thermostat Not Working
 - 1.) See above info regarding the 'Home not cooling' if it is during the warmer months.
 - 2.) If that is not the issue, make sure there are non-expired and working batteries in the thermostat.
 - 3.) If you have dual thermostats, keep in mind you cannot have one floor of the house on heat and the other floor on A/C and vice versa.
 - 4.) Make sure that your air filter isn't in need of being changed.

Sprinkler Timer:

- Timer Not Turning On
 - 1.) Make sure it's plugged in.
 - 2.) If your timer runs on battery's try replacing them.
 - 3.) Reset GFCI or breaker if necessary.
- Timer Not Setting Sprinklers Off

If no manual is found in the home, look up the model number of the sprinkler timer to find one online.

Pest Problems:

- Insect & Spider Infestation

Spray diluted white vinegar around baseboards and common entry points helps prevent them from entering your home.
 - Rodent Infestation
 - 1.) Eliminate entry points by sealing as needed.
 - 2.) Use mouse traps.
 - 3.) Choose the best bait for mouse traps.
 - 4.) Proper placement of mouse traps is critical.
 - 5.) Place bait stations in front of common entry areas.
 - 6.) Good sanitation practices won't get rid of mice, but poor sanitation will attract them.
 - 7.) Use above steps for the mice inside the house and out.
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Garage Motor Issues:

- Garage Door Not Closing
 - 1.) Check the sensors. If your garage door won't close all the way, it is often from something in the way of the sensors.
 - 2.) Check the tracks and rollers to see if anything is impeding the movement.
 - 3.) Check the trolley, are there any flashing lights etc.
 - 4.) Check if your remote has non-expired and functioning batteries.
 - 5.) Check your garage doors model manual.
- Opening Garage When There's No Power
 - 1.) Make sure door is in the down position.
 - 2.) Pull the emergency release cord.
 - 3.) Manually move the garage door, and then return to the down position.
 - 4.) Pull the emergency release cord towards the door.
 - 5.) Re-connect the Trolley to the opener carriage.

Smoke Alarms:

It is important that you frequently test your smoke alarms.

- False Alarm, Alarm Beeping When No Smoke Present or Chirping Intermittently
Any of the following situations can cause a false alarm from your smoke alarm:
 - 1.) The cover or sensor chamber may be covered by dust or dirt. Alarms may look clean, but dust can accumulate inside the cover, even in newly built homes. Gently vacuum your smoke alarm regularly using the soft brush attachment. You can also use a can of air to blow out any dust accumulation.
 - 2.) Insects may have clogged the sensor chamber. Clean the smoke alarm with the soft brush attachment on your vacuum.
 - 3.) You may have experienced a power interruption. Hardwired smoke alarms may sound briefly when power is interrupted then restored.
 - 4.) If you have hard wired smoke alarms, you may have a loose electrical connection on your AC or AC/DC smoke alarm. In AC or AC/DC smoke alarms, loose connections can intermittently disconnect power to the smoke alarm. The effect is the same as a power failure. When power is restored, the units may sound briefly.
 - 5.) It is likely that the reason your smoke alarm keeps chirping and beeping is that the battery is low. Whenever your smoke alarm keeps chirping, replace the battery immediately. It is important that you change all the homes smoke alarm batteries at the same time, as the chirping alarm may or may not be the one with a low battery.
 - 6.) It is possible that your smoke alarm "silence" button was pushed by mistake. The alarm will now "chirp" once a minute for up to 15 minutes before resetting.
 - 7.) Are you sure it's the smoke alarm? Other devices can have similar low battery chirps or warning tones.
 - 8.) Your "new" batteries may not be fresh. If batteries are stored, especially in cold areas like refrigerators, they lose their charge more quickly. Always check the freshness date on the package when buying new batteries. Keep plenty of replacement batteries on hand so that you are sure to always be protected by your smoke alarms.
 - No Sound When Testing Smoke Alarm
 - 1.) You may not be holding the test button down long enough. Try holding it down for up to 10 seconds (20 seconds on photoelectric models).
 - 2.) Your battery may not be installed properly or snapped all the way in place. Even if the alarm sounded briefly when the battery touched the terminals, you still need to make sure it is snapped securely in place. If the battery is loose, it cannot power the smoke alarm properly.
 - 3.) After installing new batteries, be sure to test your smoke alarm.
 - 4.) Your AC power may not be on. AC and AC/DC units will have a power indicator light (red or green) that shines continuously when they are receiving electrical power. If you have a 10-Year model, the smoke alarm may not have been properly activated. If the tab broke away before the alarm was activated, you can use a toothpick to move the switch over to test the alarm.
 - Smoke Alarm Replacement Batteries
 - 1.) Check your User's Manual or the nameplate on the back of the alarm. Different smoke alarms use different kinds of batteries - 9V, AA, AAA - it all depends on the model you have. Use quality batteries like lithium smoke alarm batteries - having plenty of power is worth any extra cost. Never use rechargeable batteries because they may not always provide a consistent charge.
 - 2.) All kinds of alarm batteries specified in the user's manual are acceptable replacement batteries. Regardless of the manufacturer's suggested battery life, you MUST replace the batteries immediately once the unit starts "chirping" (the "low battery warning").
 - 3.) Change the batteries in all the alarms at the same time, not just the one that is chirping as it may or may not be the one that has a low battery. It is recommended that you change the batteries in your alarms when you change your clocks for daylight saving time.
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A closed door may slow the spread of smoke, heat and fire.



Test smoke alarms at least once a month by pushing the test button.



If the smoke alarm sounds, get outside and stay outside. Go to your outside meeting place.



Call the fire department from a cellphone or a neighbor's phone. Stay outside until the fire department says it's safe to go back inside.

Protect Yourself During Earthquakes!

**IF
POSSIBLE**



**USING
CANE**



**USING
WALKER**



**USING
WHEELCHAIR**

