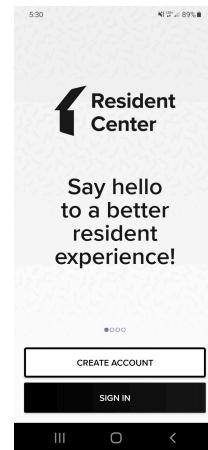


# BBL Property Management Residents Guide

## Tenant Orientation:

These suggestions, FAQ's, and policies vary by property and community. The document is not a part of the lease. It simply serves as a guide and owners manual for your home. This document is available online in your portal which can be found at [www.bblpropertymanagement.com](http://www.bblpropertymanagement.com) and via the [Resident Center](#) by Buildium app on your smartphone.

Please use the portal to submit questions and repair requests so that your contact is rapidly sent to the correct people for timely action. Photos related to repair requests are extremely helpful and appreciated.



## Tenant Orientation:

[General](#)

[Exterior](#)

[Mechanicals](#)

[Air Conditioning](#)

[Water Heater](#)

[Circuit Breakers and GFCIs](#)

[Appliances](#)

[Refrigerator / Freezer](#)

[Dishwasher](#)

[Range](#)

[Microwave](#)

[Disposal](#)

[Utilities](#)

[Water Supply and drains](#)

[Natural Gas](#)

[Electric](#)

[Safety and Security](#)

[Locks](#)

[Smoke and CO Detectors](#)

[Shut Offs](#)

[Garage door](#)

[Landscape](#)

[Your online connection](#)

## **General**

You should have received your utility contacts via email from Wendy in our office. Use these if there are questions about billing or if there are service disruptions.

Many homes managed by us are in HOA's (HomeOwner Associations). They have their own rules and regulations (when to put out trash for example). They occasionally issue warnings and violations. We will promptly pass these communications along should we receive one. They are not our warnings and violations, we simply are a conduit to getting you the information.

If your community has a pool included in the HOA, our office will assist in obtaining a pool pass or fob to access it.

## **Exterior**

Yard maintenance is the tenants responsibility. This includes lawn maintenance (weed control, watering, mowing, seeding, mulching, gutter cleaning, small low hanging tree limb/branch trimming) as well as shrub and bed maintenance.

In some circumstances we will arrange for stormwater management if you have streams or flooding in the yard. We may also arrange for large area seeding if needed.

## **Mechanicals**

### *Air Conditioning*

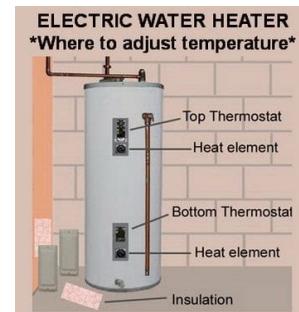
All houses we manage include AC. Tenants are responsible to regularly replace the air filter or filters in the home. They are typically low on a wall or in a ceiling and usually one on each floor of multi-level homes. Unless someone in the home has severe allergies, we recommend the least expensive (~\$4) filters available at HD, Lowes or your local grocery store. They should be replaced roughly every two to three months for the most effective and economical heating and cooling. The outside compressor / condenser should be kept free of grass clippings and leaves. Use a garden hose as necessary to rinse debris from the fins. Be careful not to damage the fins and do not pressure wash the unit. Call us if it looks occluded.



## Water Heater

Homes we manage use a variety of hot water generators; some are electric tanks, some gas tanks and others are on demand units. Here are some tips.

- Set your heater only as hot as you need. This saves energy costs and keeps it safe from burns.
- Gas heaters have a Hot Setting, an A B C and Very Hot settings. Your first choice should be just Hot - this is 120 degrees and is the safest and most economical. A is 130, B is 140, C is 150 and Very Hot is 160. At 130 degrees it takes only 17 seconds for a second degree burn, at 140 degrees it takes 3 seconds and 5 seconds to a third degree burn! 150 Scalds instantly.
- Electric heaters usually have 2 heating elements and need to have both adjusted to operate properly. One is under a metal cover in the top half and the other is in the lower half of the body of the heater.
- On demand heaters may be in a closet or on an outside wall attached to the house. They generally have an up and down button to adjust the temperature.
- On gas heaters, the pilot light occasionally gets blown out. It can be easily relit following the instructions on the tank. Basically it is lit by turning the gas on / off knob to Pilot - holding it down while clicking the ignitor a number of times, as on a gas grill. Continue to hold for about 30 seconds to allow the flame sensor to warm up, then release and turn the knob to on. If the heater fails to stay lit, the flame sensor (thermocouple) may be failing, or the tank may be failing - please notify us.



If you see water seeping from the bottom of your hot water tank, this may mean a larger leak or complete failure is about to occur, please notify us via the portal. As a reminder, please attach a picture as this is very helpful.

## Circuit Breakers and GFCIs

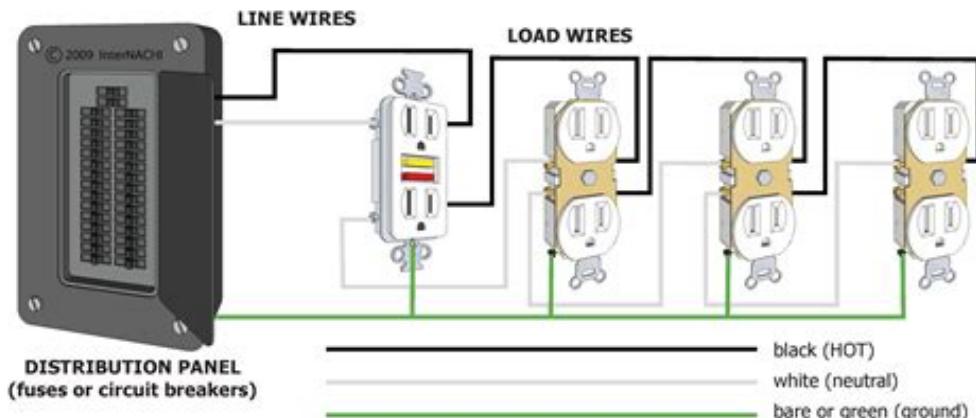
The location of Circuit breakers in the homes we manage are in one of three places with few exceptions. Either the panel is in the garage, a utility or laundry room, or it's outside the house near the meter. In the event of an outage or emergency, please call the power company first!

If you find a light or outlet not working this is how to check.

- First plug something else into the outlet that you know works, a lamp for example.

- Second, check for a GFCI - a ground fault interrupt device. This is the button found on some outlets. Usually found on Kitchen counters, bathrooms, garages and laundry rooms. Basically - anywhere water may be near. A GFCI in the simplest sense is a super sensitive breaker that cuts power when moisture is detected that causes power to leak and protects from electrocution. Some circuit breakers double as a GFCI. If a GFCI button has popped - there is usually a red led on indicating such. Verify there is nothing plugged in and no water near the electric before resetting. Occasionally one GFCI will protect all outlets downstream.

Ground Fault Receptacle Protecting Entire Branch Circuit



- Third, Check the circuit breaker in the panel. You may need to turn the breaker in question completely off, then click it back on. If the breaker keeps popping, try removing anything plugged in to it from the outlet. If it continues to pop, contact us via the portal.
- If there is a light that is out, we do not change bulbs, please replace it with an equivalent wattage bulb.



## Appliances

### *Refrigerator / Freezer*

We supply Refrigerators for all the homes we manage. Here are some basic things to know about maintenance and operation.

- Generally all refrigerators are actually cooled from the freezer. The freon is circulated through the freezer in a heat exchanger, where a fan blows over fins to pull heat from the freezer and release it underneath the appliance. There is a vent in the wall between the

freezer side and the fridge side that opens and closes to allow the frozen air to travel to and cool the fridge. HERE IS THE IMPORTANT PART:

- The appliance relies on the free movement of air within it. A jammed freezer compartment will not allow air to travel over the heat exchanger and prevent cooling.
- A jammed freezer or fridge compartment will not allow cold air from the freezer to make its way to the fridge
- A jammed fridge side will prevent cool air from circulating and allow the compartment to warm up.
- Any of these circumstances may also cause the appliance to ice up.
- Periodically vacuum under and behind your refrigerator. Dust and animal hair will collect on the condenser lines under the fridge. Most units will allow you to remove the grate on the bottom and vacuum using the crevice tool. This will make it more efficient, cooling better and saving energy dollars.
- Occasionally wipe the soft door gaskets with glass cleaner to ensure a good seal.
- Some are equipped with replaceable water filters. We do not supply replacements.
- If your fridge has water or an ice maker and you find water collecting underneath, please pull the unit out, turn off the water valve and advise us via the portal.



### *Dishwasher*

Most units we manage are equipped with a dishwasher. The most frequent notice we get about dishwashers is "it's not working". 9.5 out of 10 times its the power switch on the counter. There is likely a switch within reach of the dishwasher or sink that has been turned off. The switch is sometimes found under the sink. While we will respond to service calls there is regular maintenance you should perform.

- Clean the screen at the bottom. Some units have removable screens, others are permanently attached. Wipe out any solids that have collected, if there is a screen - remove it and clean it in the sink.
- Keep the rinse aid container full with Jet Dry or similar.
- Run a dishwasher cleaning product through it at least monthly.
- Don't overpack your dishwasher, current regulations cause most dishwashers to use only three gallons of water per cycle including the rinse.



## Range

We maintain the ranges in the homes we manage. Depending on the community - it may be electric or gas. The electric ones run on 240 volts and can be turned off at the breaker or may pop a breaker if it malfunctions. A gas stove still requires 120 volt electricity and is plugged into a conventional outlet. You may smell burning coming from either at first use or from cleaning agents used to clean your home prior to move-in burn off.



Both gas and electric ranges should be cleared regularly with soap and water / dish detergent or kitchen cleaner. A magic eraser can work magic! Weiman cook top cleaner or pads are excellent for glass top ranges.

Lack of regular cleaning may permanently stain the top, clog gas orifices. Service calls of this nature may be chargeable.

## Microwave

Most homes we manage include a microwave. Of those, most are above the range and double as a light and vent. Not widely known is that the vent blows right back into the room. In order to maximize the effectiveness it is imperative that the metal screens underneath be cleaned periodically of cooking grease and residue. The screens are easily removed for cleaning by pushing slightly in one direction releasing one end then the other. The inside should be wiped regularly with glass or kitchen cleaner.



## Disposal

Some homes include a garbage disposal. Garbage is a misnomer, as only organic matter should be put down into one. Switches are located on the counter or under the sink. Should it stop working there is a reset button either on the bottom or side of the unit. Pressing the button to reset usually does the trick. On InSinkErator models there is a spot in the center bottom for an allen wrench / or supplied tool (sometimes taped to it or the pipe) to manually spin the grinder and loosen the blades. Disposals can cause unwanted smells in the kitchen. We recommend using a disposal cleaner at least once a month to keep it smelling clean and free of organic matter.



## Utilities

### *Water Supply and drains*

Almost every home we manage is supplied with city water. If you experience an interruption, the city should be your first call. The water comes from the street through a valve near the curb enclosed in a black or metal box, it then travels into the crawl space or comes in through the slab to a pressure regulator where it is made safe to travel through the home without blowing pipes and fittings apart. After the regulator, there will be one or two quarter turn ball valves. One will control the water to the house and the other controls the outdoor hose bibs. The next stop for the water is the valve feeding the fixture, sink, toilet, water heater, clothes washers, etc. The water heater will have a valve on its outbound line and sometimes inbound. These valves, behind the toilet, under the sink, etc. are one of three types:  $\frac{1}{4}$  turn, full turn or push/ pull.



Should you find a leak, turn off water at the furthest point along the line to isolate it. Work your way back to the main valve until it stops. **IF WATER IS GUSHING INTO YOUR HOME - TURN OFF THE MAIN VALVE IN THE HOUSE THEN THE SHUTOFF AT THE STREET IF POSSIBLE AND NOTIFY US IMMEDIATELY.**

For drain leaks, you can save us a trip by attempting to tighten the connections for the trap under the sink.



If you do need to submit a request for a supply leak or drain leak, please include photos and specify where the leak is, whether it's a drain or supply line, and whether it is constant or intermittent.

In general, we do not respond to drain clogs. Proper maintenance of your kitchen disposal should keep the drain flowing properly. Bathroom sinks and tubs will clog with hair if not maintained properly. You must occasionally remove hair (we recommend a \$3 barbed drain tool pictured here). Toilets and sewer lines can be clogged with Tampons, wipes, excess toilet paper or other non-organics flushed down the toilet. Even though some of these items are marked Septic safe or sewer safe, they will clog the lines. "If it hasn't gone through your body, it shouldn't go in the toilet"



## *Natural Gas*

If you have natural gas service to your home, please know where your gas meter / shut off valve is. If you ever smell a lot of gas - leave the home and call 911, shut the gas off at the meter. Then advise us via the portal. Occasional wafts of gas please advise us immediately via the portal.



## *Electric*

The electric service for your home comes in either overhead from a telephone pole or underground from a transformer along the curb. Either way it ends up on one side of your house or the other at the electric meter. All homes we manage do not include utilities, so the electric company will bill you directly. Any whole house outage or half house outage should be reported directly to the electric company. You may notify us via the portal that you have done so, but it's not necessary unless it is determined that the problem is within the home.



See the above notes regarding Circuit breakers and GFI's.

## **Safety and Security**

Of course, the first number to dial in an emergency is 911. In case of burglary, fire, carbon monoxide, once the immediate threat is relieved please notify us via the portal so we may respond as needed. We maintain a key to all homes we manage, but will never enter without permission and notification. The exception being when we respond to a repair request entered via the portal where you chose to give us permission to enter by checking that box or in an emergency. The home's contents are covered by your renters insurance, thus renters insurance is required as part of the lease.

**IN CASE OF  
EMERGENCY  
CALL 9-1-1**

## *Locks*

Locks may only be changed with written permission from us and we must be provided a key.

## *Smoke and CO Detectors*



We maintain smoke detectors, carbon monoxide detectors and combo detectors. All have been checked before you moved in. They are all younger than 10 years old. We attempt to replace them with 10 year battery units when they are not

hard wired and standard battery backup when hardwired. It is recommended that you change batteries when you change your clocks, certainly as soon as you hear a low battery chirp. Batteries are the tenants responsibility. If a detector does activate, in most cases, the green light will turn red on the one that sounded for easy identification. The light can be reset by pressing the test/ reset button. If you discover an out of date or malfunctioning detector please advise us via the portal so we may replace the unit as needed. **IF YOUR DETECTOR IS SOUNDING AND NOT CHIRPING, GET OUT AND CALL 911 - DO NOT ASSUME MALFUNCTION.** Then advise us via the portal so we may respond.

### ***Shut Offs***

**Always know where your main electrical breaker is, where your water shut off is and where your gas shutoff is.** If you need guidance we are happy to make a visit.

### ***Garage door***

If your home has a garage opener, it has the latest safety features. It will bounce and return up if it comes in contact with an object or if something breaks the beam of the safety eye. **If your door does not close, and clicks a or blinks a number of times - the door is telling you the beam is blocked.**



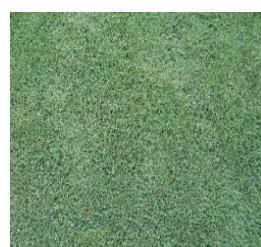
A broom, trash can or even dirt on the lens will cause this condition. It is also not uncommon for one of the beam transmitter/ receivers to be kicked or knocked out of alignment. Just a push to adjust its position or angle is enough to fix the problem. The light will usually be on when it senses a clear beam and off when it's blocked. Some have a yellow and green scheme.

**If your door is stuck due to a power failure** or motor malfunction, pull the red override cord to allow manual operation of the door. Keep in mind you will need to either re-engage the pin by manipulating the cord or lock the door with a slide lock to secure the garage.



### **Landscape**

Yard care is the tenant's responsibility. Lawns may be Bermuda grass, the grass that looks like a golf fairway; or Fescue which has individual blades and is what most people think of as grass.



Google "lawn care tips," or use a site like [www.lowes.com/n/how-to/start-and-maintain-a-lawn](http://www.lowes.com/n/how-to/start-and-maintain-a-lawn) to make a plan to keep it weed free and looking good.



Many homes we manage are in communities with HOA's. Some are pickier than others, but they all will send warnings and violations for excess weeds, clover, crabgrass, and bare spots. We have found that if you spot treat regularly, you will likely not need to treat the whole yard.

Regular watering will avoid bare spots and burned lawns and will provide you with an enjoyable lawn to come home to and play on. Use a search engine for recommended watering times and durations for your type of grass and sun exposure.

Shrubs, mulch, grass height and beds should be maintained within community standards. We endeavor to deliver the house initially in good condition when possible.



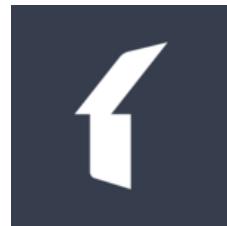
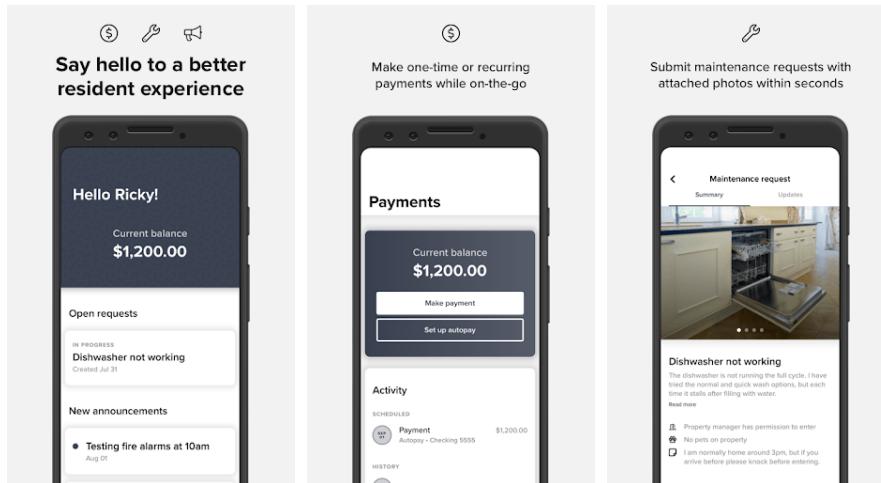
Downed trees needing removal should be reported via the portal.

## Your online connection

All rental billing, payment, utilities, requests, responses, and announcements are handled through our portal provided by Buildium.

On your computer at [www.BBLpropertymanagement.com](http://www.BBLpropertymanagement.com)

Android or iphone: Resident Center app



Resident Center

