

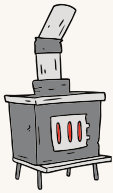
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## Troubleshooting Questions



### No Heat:

- Make sure the thermostat is set properly
- Change the thermostat batteries (thermostat screens may still be on with a dead battery)
- Check the heating system's switch and the circuit breaker
- Request photos
  - For heating issues, you can ask the resident for a photo of the thermostat as well as the heating system, radiators, or any other visible components.



### Furnace Specific

- Check the pilot light
- Replace the air filter
- Properly secure the front panel
  - Can you inspect the front panels on your furnace and make sure they are properly secured? Please make sure it is pressed in all the way.
    - Many furnaces will not operate if the front panel is not set properly.



### Boiler Specific

- Check for bigger issues.
- Make sure there is hot water in the house and if the boiler is gas-powered also review other gas appliances.
  - If the customer has no gas, have them call their gas company and cancel the work order.
- Check radiators/baseboards
- Check the boiler type and settings
- Reset electricity

### Heat pump/Mini-Split specific

- Check the circuit breaker and plugs
- Check the outdoor unit
- Clean/replace the air filter

### Electrical baseboard heaters specific

- Check for a thermostat or adjust the dials
- Ensure a clear airflow
- Check the circuit breaker and plugs



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## Troubleshooting Questions



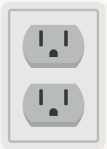
### No Hot Water - Water Heater not working:

- Make adjustments and relight the pilot light - Only attempt to relight it if the customer is comfortable with it. DO NOT ATTEMPT TO RELIGHT IF THERE IS A GAS SMELL. Have the customer contact the gas company or fire department.
- Request Pictures



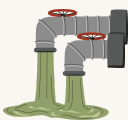
### Power Outage:

- Look around - If experiencing a power outage, first check if other neighbors are experiencing a power outage. If so, call the electric company.
- Check breakers - Look for any switches that are fully or partially tripped:
  - Flip any off or tripped breakers to “on” and check the power again.
  - If there is only a partial outage within the house, check the bulbs to make sure they are not simply burnt out.



### Outlets not working (partial power outage):

- Reset buttons
- If it is one particular outlet that is not giving power, try hitting the “reset button” on the actual outlet, if it is a GFCI outlet. It’s the top button of the two pictured below



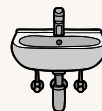
### Clear Sewage Backup:

- Check drains and toilets to identify if the issue is happening in multiple places or just on one drain
  - If only one drain is affected, review the property's severity/responsibility settings and determine if this should be de-escalated.
- Investigate if the property is on city sewer or a septic tank.
- Request photos



### Water leak:

- Find out where the leak is coming from
- Identify severity of the leak
- Locate an individual shut-off valve
- Identify if the leak can be contained
- Immediately soak up any standing water to prevent mold.
- Request photos/videos



### Garbage disposal:

- Make sure the disposal switch is in the “OFF” position.
- Press the red button to reset the disposal.
- Run a cold stream of water and turn the disposal switch to the “ON” option and it should turn on.



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## Troubleshooting Questions



### Alarms:

- Investigate signs of gas, smoke, or carbon monoxide leak
- Identify any symptoms since noticing the issue (see below graphic)
  - If experiencing any symptoms, evacuate the home ASAP and ask them to call the fire department right away.
- Check batteries to ensure they're fully charged
- Request photos

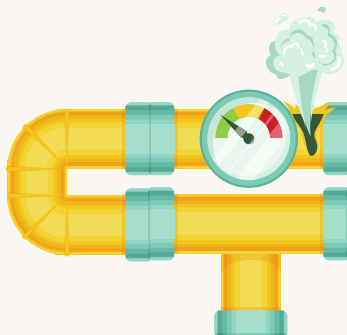
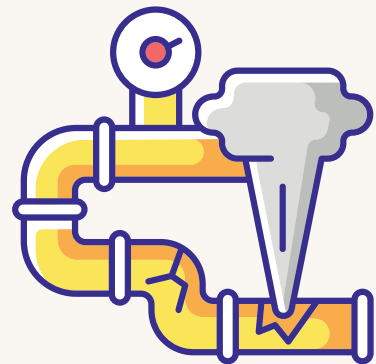
### Carbon monoxide leaks:

#### Home Symptoms:

- Brownish or yellowish stains around appliances
- Burner flame appears yellow instead of clear blue (exception: natural gas fireplaces)
- Stale-smelling air
- Soot, smoke, or back-draft inside the home

#### Physical symptoms:

- Headache
- Dizziness
- Weakness
- Vomiting
- Chest pain
- Confusion



### Gas leaks:

#### Home Symptoms:

- The smell of rotten eggs
- Hissing sounds
- Air bubbles outside your home
- Dead or dying plants

#### Physical symptoms:

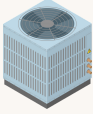
- Headaches
- Dizziness
- Fatigue
- Nausea
- Irregular breathing
- Suffocation



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## Troubleshooting Questions



### Repair A/C & General HVAC:

- Describe the current setting of your thermostat? (Check if it's set to AC or Cool)
- Try to replace the batteries on the back of the thermostat
- Locate the air filter and replace/clean it
  - If it is a reusable filter, you can wash it in the sink with running water or with a garden hose and let it dry completely before reinstalling it
- Try resetting the breaker for the HVAC system
- Check the air vents to see if anything is clogged or blocking them
- Feel for any warm/cold air blowing out of vents
- Request photos/videos



### Refrigerator/cooler not cooling

- Make sure refrigerator plug is secure
- Reset the outlet
- Check the thermostat
- Listen for buzzing
- Feel outer cabinet of refrigerator
  - If it feels hot to the touch, this indicates an airflow blockage. The vent is located at the very bottom of the fridge (toekick) this can be cleaned off to allow airflow.
- Request photos/videos



### Roof leaking during storm:

- Identify where leak is coming from
- Identify severity of leak and any property damage
- Identify if the leak can be contained
- Immediately soak up any standing water to prevent mold.
- Request photos/videos



### Lockouts:

- Check other doors and first floor windows for access
- For electrical/smart locks, check the power
  - See if it can be opened with a physical key
  - Check for external battery sources and change battery if low
- Find someone who may have a key
- If there are no deadbolts, try using a card
- Call a locksmith



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# Troubleshooting Questions

## Troubleshooting Your Rental Property Maintenance Costs Away eBook

Let's save some money & fix more over the phone.

Learn the best tips and tricks to troubleshoot maintenance issues with tenants. Just like Latchel, you can resolve and de-escalate up to 30% of maintenance issues over the phone.

Use our guide to:

- Reduce maintenance issues on rentals
- Increase your operating income
- Save money by reducing maintenance costs



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