

BOBCAT RENTALS

Handy Book

Maintenance Tips and House Hold Hints



www.BobcatRentals.net

Dear Resident(s),

Our office receives several questions every month regarding minor maintenance repairs. This booklet was written to help residents (many new to independent living) acclimate themselves to their new surroundings and responsibilities. Please take the time to look this information over as it will be very important when the time comes to plunge a toilet or locate a breaker box. Our office welcomes any comments or suggestions on how we can improve the clarity or contents of this manual.

Welcome to your new residence!

Sincerely,
The Management at Bobcat Rentals

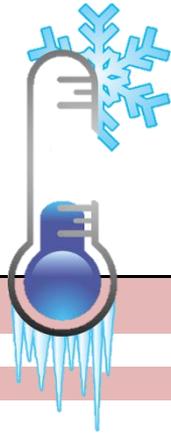
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WELCOME TO



BOBCAT RENTALS



NO HEAT

Gas Heat

- Gas Service** If the Gas Company has not yet been contacted to establish gas service, then the gas may not yet be connected and the heat will not work.
- Thermostat** Increase the temperature setting to the desired temperature you wish to obtain. Make sure that the thermostat is set for 'heat', and that the fan is set on 'auto'.
- Electric** Switch the fan setting on your thermostat from 'auto' to 'on'. If this does not turn the fan motor on, then your electricity may be experiencing an overload or outage. Check the circuit breaker for 'HVAC, heat, or furnace'- it should be in the 'on' position. If the electricity in your building is in service, and you have checked the above steps without getting the heat working, contact our office.
- Pilot Light** Open the furnace cover or look through the window to visually check the pilot light. This would indicate that there is gas to the unit. If the pilot light isn't visible, then you may attempt to relight the pilot (lighting instructions are located on the unit). Turn the control valve to the 'on' or 'pilot' position. Hold down the Pilot Button Control Knob, whichever is present. Quickly place a lit match at the Pilot Head while continuing to hold the button or knob. Maintain the button in the

depressed position for at least 60 seconds. If you are unable to ignite the pilot light, contact our office.

Electric Heat

Electric Switch thermostat from 'auto' to 'on', this should start the fan motor. If you cannot hear the fan motor start, check the circuit breaker for 'HVAC, heat, or furnace' to ensure that it's in the 'on' position.

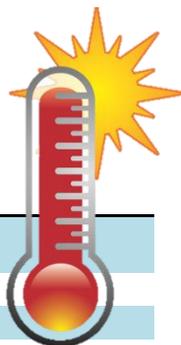
Thermostat Increase the thermostat to desired temperature you wish to obtain. Make sure that any indicator switches on the thermostat are set to the 'heat' setting.

If none of the above suggestions restore heat in your unit, please contact our office.

NOTE: Always maintain a clean air filter to provide more efficient operation. We change these out twice a year, fall and spring. You can also obtain these from your local hardware store or at our office. Just bring your old one with you.

NO AIR CONDITIONING

Central Air Conditioning



NOTE: Not all units have A/C. A/C units are sized for the residence based upon the type and size of the structure and the average high temperature for a given geographic area. If the temperature within the residence is cool, but the total reduction is 15 degrees cooler than the outside temperature, the unit may be cooling to capacity. In these

situations, you should report the problem to our office so the system may be checked. The only temporary relief that you may provide is to change the furnace filter, which will increase the air flow inside the residence. Another point that must be considered is the unit's running time. If the unit has only been operating for a period of less than a few hours and the outside temperature is very hot/humid, the system will not be able to reduce the inside temperature sufficiently. To cool the apartment, the A/C will need to operate for an extended period of time. To maintain it at the desired level, it may require constant operation of the A/C system. The A/C functions for two purposes: to deliver cool air and to reduce the humidity in your home. It is not a 'quick' reaction.

Electric Adjust the thermostat fan control switch to the 'on' position. If the fan begins to operate, then there is electric to the A/C system. If you cannot hear the fan motor start, check the circuit breaker for 'HVAC, heat, or AC' to ensure that it's in the 'on' position.

Thermostat Decrease the temperature setting sufficiently to activate the A/C (approximately 70-72 degrees). Make sure that all the controls switches are set to 'auto' and 'cool'.

If the above steps do not successfully restore operation of the A/C unit, turn the unit off and contact our office as (continued operation of the unit could further damage the system.) If you notice any ice formation on the lines or the unit, **IMMEDIATELY TURN IT OFF** and call our office.

Window or sleeve type AC units

NOTE: The A/C functions from around the middle of April through the middle of October, roughly. This seasonal switch is required for maximum efficiency and is a service provided by our Maintenance Department.

Operation Adjust the thermostat and select your desired level of cooling. Be sure the unit is not obstructed and preventing proper air movement.

NO ELECTRICITY



Breakers/Fuses Some outlets have built-in breakers that you should try first. Be sure that all breakers are in the 'on' position for your residence. If you have fuses instead of a breaker box, be sure to replace the damaged fuse with a fuse of the exact same amperage rating.

Power Outage Should the power be out in your entire building, or block, please contact your power company.

If the above suggestions do not restore power in your unit please contact our office.

NO HOT WATER



Gas Service If the Gas Company has not yet been contacted to establish gas service, then the gas may not be on and the water heater will not work.

Pilot Light Gas water heaters have very simple controls. The continuous pilot ignites gas on the saucer shaped burner whenever the thermostat indicates that the water temperature in the tank is below the required temperature. Therefore there are only a few problems that will occur and prohibit hot water production. Most often the pilot light will have gone out and thereby disable the appliance. Open the furnace cover or look through the window to visually check the pilot light.

This would indicate that there is gas to the unit. If the pilot light isn't visible, then you may attempt to relight the pilot (lighting instructions are located on the unit). Turn the control valve to the 'on' or 'pilot' position. Hold down the Pilot Button Control Knob, whichever is present. Quickly place a lit match at the Pilot Head while continuing to hold the button or knob. Maintain the button in the depressed position for at least 60 seconds. If re-lighting the pilot does not restore hot water, or the pilot light won't stay on, please contact our office.



APPLIANCE CARE

MICROWAVE OVEN CARE

An occasional thorough wiping with a solution of baking soda and water keeps the inside fresh. Some spatters can be removed with a paper towel, and others may require a damp cloth. Remove greasy spatters with a sudsy cloth, and then rinse with a damp cloth. Do not use abrasive cleaners or sharp utensils on the microwave walls. To clean the surface of the door and the surface of the microwave that come together upon closing, use only mild, nonabrasive soaps or detergents with a sponge or soft cloth. Rinse with a damp cloth and dry. To prevent breakage of the turntable, do not place into water immediately after cooking. Wash it carefully in warm water, sudsy water, or in the dishwasher. The turntable and support can be broken if dropped. Remember, do not operate the microwave without the turntable and support in place.

WASHING MACHINE CARE

Remove items from the washer as soon as the cycle ends. Excess wrinkling, color transfer, and odors may develop in items left in the washer. Dry the washer top, the area around the lid opening, and the underside of the lid. These areas should always be dry before the lid is closed. Before cleaning the washer interior, trip the breaker or unplug the electrical power cord to avoid electrical shock hazards. When extremely soiled items have been washed, a dirty residue may remain on the tub. Remove this by wiping the tub with a nonabrasive household cleaner (*Tide washer machine cleaner or Clorox washing machine cleaner*). And rinse thoroughly with water. The agitator or tub may become stained from fabric dyes. Clean these parts with a nonabrasive household cleaner. And rinse thoroughly with water to prevent dye transfer on the future loads. When laundering is completed, wipe the washer down with a damp cloth. And turn supply lines off to prevent pressure build-up in the hoses. Do not place any products on top of the washer as they can damage the finish.

DRYER CARE

Clean the dryer lint screen after every load. Lint build-up in the screen restricts air flow, which causes longer drying time and is a fire hazard. Remove by pulling straight up. Remove the lint and replace the screen. Occasionally a waxy build-up may form on the lint screen from using dryer-added fabric softener sheets. To remove this build-up, wash the lint screen in warm, soapy water. Dry thoroughly and replace. Do not operate the dryer without the screen in place. If the dryer drum becomes stained from non-colorfast fabrics, clean the drum with a damp cloth and a mild liquid household cleaner. Remove cleanser residue before drying the next load. When laundering is completed, wipe the dryer down with a damp cloth. Do not place any products on top of the dryer, they can damage the finish.

Electric Make sure that the unit is plugged into the outlet. The unit has a circuit breaker that also controls the power to the outlet. Check for 'HVAC, heat, or A/C' to ensure it's in the 'on' position.

If the unit is operating but not cooling, **TURN THE UNIT OFF** and contact our office immediately.

COUNTER TOP CARE

Remember...soapy water really IS the best cleaner for your counter top. Beware of bleaches and/or abrasive scrubs as they can permanently stain/scratch your counter top! Always use a cutting board or chopping block when using knives or meat shears on the kitchen counter.

REFRIGERATOR CARE

Be sure your refrigerator is running at top efficiency by keeping the cooling dials set at the halfway point. Doing this will help your electric bill but preserve your food better! Also, keep all coils (located at the rear of the refrigerator) clear of any dust/lint to cool your food more efficiently. An occasional thorough wiping with a solution of baking soda and water keeps the inside fresh.

DISHWASHER CARE

The most important thing a resident can do to prolong the use of the dishwasher is to load it properly and use the correct kind of detergent. Load your dishes in the provided areas and avoid overloading each level. The water blades of the dishwasher can break glass if they are not properly placed in the tray. Always use *DISHWASHER* detergent (*Cascade or Finish*). Dishwashing detergent is for doing dishes by hand and will cause a sudsy mess if used in the dishwasher.

OVENS AND RANGE INSTRUCTIONS

To clean the surface of the stove top, use only mild, nonabrasive soaps or detergents (*Easy-Off is what our cleaning company uses*) with a sponge or soft cloth. Rinse with a damp cloth and dry. Burnt stuck on food is the hardest thing to remove. Sometimes you may need to spray the appliance with the cleaner and let it sit for 24 hours and try scrubbing it clean.

HOUSEHOLD HINTS

COLD WEATHER INSTRUCTIONS

Do not turn your thermostat below 55 degrees during the winter months. If freezing of pipes occurs, you may be held responsible for all related damages. Plastic window kits help drastically reduce drafts and can be purchased at most hardware or home improvement stores.

PICTURE HANGING

Hanging decorations on the walls is to be achieved by using small brad nails. Command strips are popular right now for hanging items and removed correctly and slowly, these can leave no damages behind. Adhesives that cause damage to the paint or drywall are strictly prohibited.

HALOGEN LAMPS

Did you know that the heat from tubular bulbs in halogen lamps can reach as high as 1200 degrees Fahrenheit? As paper or fabric can ignite at about 500 degrees, these pole lights can be real fire hazards.

If you own a halogen lamp, read all instructions and warnings from the manufacturer. Use no more than 300 watt bulbs and keep the lamps away from drapes, bedding, posters, and other paper items. If your halogen pole lamps have a dimmer switch, operate it at a low setting.

REMEMBER to turn it off when you leave the room. Fires can start almost invisibly.

PLUMBING

All water lines are equipped with SHUT-OFF VALVES. If there is a water leak, find the nearest shut-off and turnoff the water. If you cannot find one close to the leak, there is a shut-off at every water heater.

ELECTRICAL

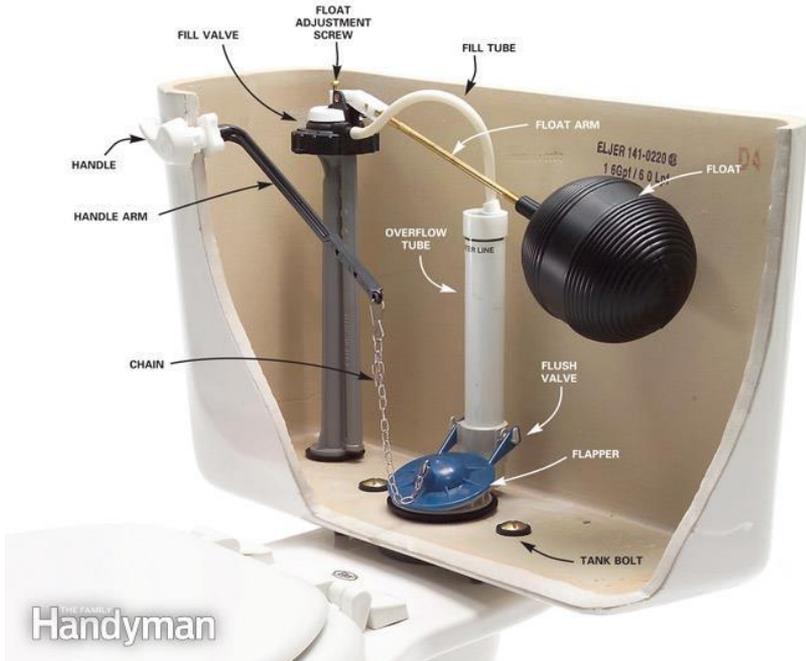
All circuits have a BREAKER or FUSE in the MAIN PANEL. If there are sparks, a tripped breaker, or any other immediate electrical issue, find the main panel and flip the breaker or replace the fuse. If the problem creates a dangerous situation, call the emergency number.

THE ORDINARY TOILET

Toilets work by suddenly releasing the tank full of water that flows through the bowl with enough force to flush waste through the bowl. This operation consists of two parts: the intake/storage of water and the flushing. The tank contains two separate mechanisms to achieve these functions.

The intake consists of the supply line, the water intake valve, and the bowl refill tube. When the tank is empty the float slides down to its lowest position, opening the water intake valve. As the water level rises, it carries the float up until it closes the intake valve. During tank refill, the little tube that leads to the overflow tube in the center of the tank refills the bowl. There are about ten different ways that the refill system can leak. As residents, the only thing you need to know about correcting leakage is to turn off the shut-off valve and contact our office.





THE FAMILY
Handyman

The flush function is the one that can impinge on your daily routine when it malfunctions. The flush system consists of the trip lever and the flush valve. When you push the trip lever, it lifts the flush valve (a.k.a. the flapper) which floats while the tank empties into the bowl. When the tank is empty the flush valve settles onto its seat, then water intake valve opens to refill the tank.

Clogging in the trap or at the wax ring is the chief source of problems. When clogging occurs, it is almost always someplace within the trap of the bowl. If small items (q-tips, medicine bottles, or tooth picks) are flushed, they stick in the trap where they cannot be removed by a plumber's snake or plunger. They can stick there causing numerous clogs until the toilet is removed. Clogging caused by too much tissue

and waste can usually be broken up by using a plunger. When the clog is visible at the bottom of the bowl, a hook (sometimes made of a bent clothes hanger bent like this: ) can be used to break up the clog.

Some things to know when dealing with toilet clogs:

- The water tank is clean. It is quite safe to reach into the tank to manipulate the flush valve.
- The flush function can be stopped to prevent overflow by pushing the flush valve (flapper) down against its seat.
- The bowl will hold an entire flush. **Never reflush** until water level in bowl is back down to normal level. When leakage has caused the shut-off valve to be closed, the toilet can be flushed by suddenly pouring about 2½ gallons of water into the bowl. --- In the case of minor leakage, you can open the shut-off valve long enough to fill the tank.
- Sometimes it is important to access the flush mechanism **quickly**. Keeping items on the toilet lid is not a good idea.
- Chemicals placed in the tank or bowl does little good and sometimes causes leakage around the tank gaskets. Instead, pour a cup of laundry bleach in the bowl once a week. **NEVER USE DRAINOS IN TOILETS.**
- Last, but not least, **THE TOILET IS DESIGNED FOR THE OBVIOUS USE ONLY.**
- Dispose of all other items in the proper receptacle.
- It's a good idea to open the tank and watch while you do a couple of flush and refill cycles, so you understand how the system works.

DAMAGES TO YOUR RENTAL PROPERTY

We encourage our resident(s) to treat their residence as if it were their own. In the event of any damages that may occur, we expect our resident(s) to contact the office for an inspection of the unit and the repairs needed. Please refer to your copy of the lease agreement for any specific questions regarding your responsibilities toward repairs. We receive many questions from concerned resident(s) every month regarding repair costs in their residence. According to the Bobcat Rentals lease, residents will be charged for any repairs beyond normal wear and those repairs that were a result of the resident's negligence. The following is a list of common repairs along with the average price for each. (There is a more comprehensive list in every lease agreement on page 5.) *Understand that these prices are approximations taken from previous billings and do not guarantee that such repairs completed in the future will be this exact rate.*

Broken Windows	Window Pane	\$90.00 and up (per pane)
Rekey Locks	Mailbox	\$65.00 and up
	Door Lock	\$90.00 and up (per lock)
Door Replacement	Interior/Exterior	\$150.00 and up (per door)
	Sliding Glass Door	\$450.00 and up (per door)
Drywall Repair	Depends on current contractor's price	
Carpet/Vinyl/Replacement	Depends on current contractor's price	
Painting	Depends on current contractor's price	
Parking Permits		\$150.00 (per permit)
Screens		\$60.00 (per screen)
Refrigerator Shelf/Bar		\$100.00 and up (each)

Refrigerator Drawer	\$85.00 and up (each)
Light Globe	\$25.00 (each)

IMPORTANT NUMBERS TO HAVE

POLICE, FIRE AND MEDICAL **PHONE NUMBER**

Athens Police	911
Ohio University Police	740-593-1911
Athens Fire Department	740-592-3301
	740-592-3304
O'Bleness Hospital	740-593-5551
Poison Control	800-222-1222

AFTER WORK HOURS EMERGENCY **PHONE NUMBER**

Bobcat Rentals	740-707-7453
Bobcat Rentals	740-591-8814
Bobcat Rentals	740-591-1158

WATER/SEWER **PHONE NUMBER**

Athens	740-592-3347
The Plains	740-797-3235

ELECTRIC **PHONE NUMBER**

American Electric Power (AEP)	800-277-2177
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GAS **PHONE NUMBER**

Columbia Gas	800-344-4077
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CABLE/INTERNET **PHONE NUMBER**

Time Warner	800-617-4311
Nelsonville Cable (<i>The Plains, only</i>)	740-594-2860

BOBCAT RENTALS STAFF

Anthony & Julia Fahrion
Patrick Daugherty

Owners
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Christi Carvour
Elizabeth Fahrion
George Van Dyke
Jeff Van Dyke
Justin Rogers

Office Manager
Assistant Office Manager
Head Maintenance Man
Maintenance Man
Maintenance Man