



REAL ESTATE MANAGEMENT • LEASING  
MAINTENANCE • SALES • INVESTMENTS

## **"PROBLEM SOLVING GUIDE"**

***"Please read the PROBLEM SOLVING GUIDE before completing the maintenance request form." By doing so you could save money! Tenants may be charged for a service call if the service person determines that the tenant failed to perform routine maintenance tasks as outlined below:***

- 1. Locked out:** Call us at (213) 746-4615. We will charge a \$35 service fee and may not be able to get to you for up to 24 hours. Or you can call a locksmith at your own cost.
- 2. Clogged Drain:** Call us at (213) 746-4615. We may charge a \$25 service fee if clog is caused by tenant negligence and may not be able to get to you for up to 24 hours.
- 3. Toilet is plugged:** Plunge and test. Call us at (213) 746-4615; we may charge a \$25 service fee if clog is caused by tenant negligence and may not be able to get to you for up to 24 hours.
- 4. Smoke/Carbon Monoxide Detector won't work when tested:** Test with approved smoke detector smoke spray or replace battery.
- 5. Smoke/Carbon Monoxide Detector beeps:** Replace battery, check for proper wire termination connections.
- 6. No power to plugs or switches:** Check and reset breaker panel or replace blown fuses. Check and reset all GFI outlets (These are typically located in the kitchen, bathrooms, utility rooms, and garage). Check to see if plug works off a wall switch.
- 7. Garbage disposal doesn't work:** When on, do you hear a buzz? If you do not hear a buzz, hit the reset button on the bottom of the disposal and test. If you hear a buzz, turn off disposal and unplug from wall. 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 should un-jams the disposal). Remove the object that is causing the obstruction, turn back on, and test. Repeat as necessary.
- 8. 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.
- 9. Hot water is too hot:** Check thermostat on tank and turn down.
- 10. Plumbing or fixtures leak:** Turn off water valve, turn off water at supply line and notify Peergroup Corp. immediately
- 11. 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 and order to disconnect the utility?
- 12. Dishwasher won't drain:** Clean food out of bottom of dishwasher.
- 13. Dishwasher grinds or no water is coming in:** Turn off, if no water on the bottom pour a quart of water into the bottom and re-start. If problem persists, turn off and call Peergroup Corp.
- 14. Refrigerator too warm or too cold:** Check thermostat in refrigerator is set correctly.
- 15. Water drips from freezer to refrigerator compartment:** Remove all food and store in a cooler. Turn off refrigerator and allow to defrost. Turn refrigerator back on and replace food.
- 16. No Air Conditioning:** Check all circuit breakers. Clean and replace filter and test.
- 17. No Electricity:** Check all breakers, flip them hard to the OFF position and then hard to the ON position, Check all GFI breakers in bathrooms, kitchens, laundry room, and garage. Replace any blown fuses. Has your power been disconnected? If so, call your electric service provider.
- 18. Roof Leaks:** Call Peergroup Corp. at (213) 746-4615.
- 19. Ceiling Stains (New or Fresh):** Call Peergroup Corp. (213) 746-4615



**PEERGROUP CORPORATION**

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## MAINTENANCE REQUEST FORM

(PLEASE PRINT CLEARLY)

Peergroup Corporation has made every effort to assure that your Unit and fixtures were in good condition and repairs prior to your move-in. Occasionally, conditions arise which require maintenance and repairs during your tenancy. When this occurs, we ask that you complete this form and return it to our office. **For Emergency Repairs** please call: (213) 746-4615 and leave your Name, Phone Number, Building Address, Unit Number, and the nature of the emergency.

**All repair requests must be submitted using this form. Prior to submitting this form, please read the Problem Solving guide on the back side of this form.**

If you have a fire, electrical, water or other emergency, please contact your local emergency organization (Tel. 911). Then notify Peergroup Corporation at (213) 746-4615.

Date: \_\_\_\_\_ Time: \_\_\_\_\_

### TENANT INFORMATION:

Name(s): \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

Tel. #: Cell: \_\_\_\_\_ Home: \_\_\_\_\_ Work: \_\_\_\_\_ FAX: \_\_\_\_\_

Email Address: \_\_\_\_\_ Best way to contact you? \_\_\_\_\_ Best time? \_\_\_\_\_

Property Address: \_\_\_\_\_ Unit No.: \_\_\_\_\_

### MAINTENANCE REQUEST:

Category (Please circle number): 1-Heating 2-Electrical 3-Plumbing 4-Air Conditioning  
5-Door 6-Window 7-Exterior 8-Roof/Ceiling Leak 9- Appliance 10- Other

(Specify): \_\_\_\_\_

If the problem is with an appliance, please include the make and model number. This info can usually be found on the appliance at the edge of the door or the back of the unit.

REQUEST DESCRIPTION: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Do you have pets? (Please circle one): **Yes** **No** If yes, and you will not be home, the pet will need to be placed in a closed room prior to repairman or service technician entering the property.

Do you have any other concerns we need to be aware of when entering your unit:

\_\_\_\_\_

**AUTHORIZATION:** Peergroup Corporation repairman and/or vendor(s) are authorized to enter unit if tenant is not home unless instructions have been given to the contrary in writing by the tenant.

**Tenant agrees to pay a \$35.00 service charge if an appointment is made and the work can't be done due to lack of access to the Unit.**

Does Peergroup have permission to enter if you are not home? (Please circle one): **Yes** **No**

Signature of Tenant: \_\_\_\_\_ Date: \_\_\_\_\_

### FOR OFFICE USE ONLY:

Corrective Work: \_\_\_\_\_

\_\_\_\_\_

Work Completed By: \_\_\_\_\_ Date: \_\_\_\_\_ Time: \_\_\_\_\_

Tenant's Approval Signature: \_\_\_\_\_ Date: \_\_\_\_\_ Time: \_\_\_\_\_

Charges to Tenant: Yes No Amount: \$ \_\_\_\_\_ Reason for

Charge: \_\_\_\_\_

Corrective Work Inspected by Property Supervisor: **Yes** **No**

Property Supervisor's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Please submit this form by Mail: Peergroup Corporation, 714 W. Olympic Blvd., #919, Los Angeles, CA 90015

By e-mail: Maint\_PeerGroup@sbcglobal.net or By Fax

Phone: (213) 746-4615 • Fax: (213) 746-4695