

# MAINTENANCE

Guide-Light—A Resident Resource Guide



THE OFFICE OF  
RESIDENTIAL  
COMMUNITY

Guide-Light is excerpted from  
the Resident Resource Guide

Fuller Housing & Residential Community  
Student Service Center  
250 N. Madison Ave., Lower Level  
Pasadena, CA 91101  
626.584.5445

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# Maintenance

## Quick Facts About Maintenance

- Building Services is located at 483 E. Walnut Street.
- Building Services provides routine maintenance services during normal business hours Monday to Friday and respond to emergency calls for service during non-business hours.
- Requests for maintenance and repairs are processed daily and assigned a priority according to the urgency of the request.
- Please report problems as soon as possible to prevent problems from becoming emergencies.
- Please report any repairs that exist within the complex. (burned out lights, broken sprinklers, malfunctioning gates, etc.)



## Requests for Maintenance

### Building Services Office Hours

**Monday - Friday: 7 a.m.-4 p.m.**  
**Except during lunch hours: 12 p.m.-1 p.m.**

### TO MAKE A WORK REQUEST

e-mail [workrequests@fuller.edu](mailto:workrequests@fuller.edu)

OR

call 626-584-5214

OR

stop into the office and make your request in person

When placing a request on voice mail please state your name, address and apartment number, phone number, the nature, and location of the needed repair.

# Instructions for Moving Out

- **You are required by law to give Fuller a minimum of 30 days written notice prior to moving out of your apartment.**
- Failure to comply will result in additional charges.
- 30-day notice forms are available at the Housing Office.
- To receive your deposit you must contact the Housing Office with your forwarding address.
- If you do not have a forwarding address, contact the Housing Office to schedule a time to pick up your security deposit.
- Transfer utilities, gas, electricity, and water back into Fuller's name. Do not have the service shut off.

### Electrical Services:

**Pasadena Water and Power**

**626 744-4005**

**Southern California Edison Company**

**800 684-8123**

**Gas Service: Southern California Gas Company**

**800 427-2200**

**Korean**

**800 427-0471**

**Water Service: Pasadena Water and Power**

**626 744-4005**

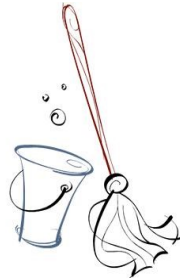
- File change of address with the post office.
- Deliver your keys, gate passes, mail box keys, etc. to the Housing Department at 250 N. Madison Ave., Lower Level.
- If you are dropping off these items after business hours, put them in an envelope and drop them in the depository to the left of the main entrance to the building. Include your name, address, and date/time of departure.
- **Do not** give keys/etc. to a neighbor, roommate, or community coordinator.
- Unless you have made prior arrangements, your date of move out is determined by the date on which you return these items to the Housing Department. If they are not returned promptly, you may be charged for additional days of occupancy.

# Cleaning Your Apartment Before Moving Out

As indicated in your lease, you are required to leave your unit in the same condition as it was when you moved in. Normal wear and tear is taken into consideration.

Before vacating your unit:

- Dust in corners, along baseboard, above doors, and along window ledges. Cupboard shelves should be wiped with a damp cloth. Kitchen/bathroom cabinets should be cleaned with a disinfectant cleaner.
- Refrigerator/freezer must be empty and cleaned.
- Clean the stove and oven. If there is a heavy buildup of food in the oven, use a commercial oven-cleaning product.
- Wash/disinfect bathroom fixtures, toilet, sink, and bathtub shower.
- Remove lime deposits with commercial cleaning product such as "Lime-away or Tilex". Do not use abrasive scouring products on tile or porcelain.
- Vacuum and clean carpets.



- Sweep and mop vinyl floors.
  - Wash mirrors and accessible windows.
  - Wipe down light fixture diffusers.
  - Clean smudges off of light switches, doors, walls, etc.
  - Do not leave any furniture, food or trash in your unit.
- Do not leave any furniture in or by the dumpster, street or outside the apartment building.
  - There will be charge to your account if you do not properly dispose of furniture or trash.
  - There will be a charge to your account if your unit needs extra cleaning.

# Emergency Repairs

## After-Hours Emergency

If you have an after-hours emergency, please call **1-877-357-4557**. Your call will be answered by our answering service. Your name, address, phone number, and nature of the emergency will be forwarded to the building specialist on call. He will contact you for more details and will tell you how your concern will be addressed.

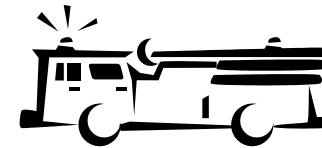
## What is considered an After-Hours Emergency?

Emergencies are situations that pose an immediate threat to a tenant's health, safety, or property. Some examples of emergencies are:

- loss of electrical power to **entire apartment**
- stopped up or overflowing toilet
- major water leaks
- Refrigerator stops working completely
- If you have or suspect a gas leak, please call the **Gas Company** at

**(800) 427- 2200 or Korean line (800) 427-0471**

Afterwards, call the Building Services emergency repair number above.



What is NOT considered an After-Hours Emergency?

Examples of problems that will be dealt with during normal business hours are:

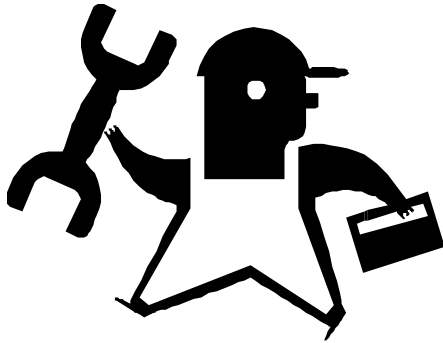
- minor leaks (put a container under them)
- electrical circuit breaker tripped (unless it is the circuit for the refrigerator),
- cracked/ broken window
- pest infestation
- slow or clogged drains, etc.

## Reasons to Call Emergency Response

In case of emergencies such as fire, criminal activity, or severe injury, call **911**, then notify **Fuller Security at (626) 584-5444**.

## Access to Your Unit


- When you call in a work request, you waive your right to 24-hour prior notice. This gives a Building Services representative or approved contractor permission to enter your home to do the work you requested.
- In an emergency situation, Fuller Seminary has the right to enter your residence without prior notice. (*Clause 2.6 of your lease agreement.*)
- If you do not want a building specialist to enter your unit in your absence, please specify that in your work request. This may delay the repair.



## Contractors

- Sometimes the work you have requested will require the services of an outside contractor (pest control, appliance repairs, major plumbing repairs, etc.)
- If you are not home at the time of service, Building Services will give the contractor a key to your apartment.
- Contractors hired by Fuller Seminary are fully bonded and insured.
- If you do not want a contractor to be issued a key to your unit, you must request that when placing the work request. This may delay the repair.

## Modifications to Your Apartment

- Modifications to apartments are not to be made without the express **written** consent of the Housing Office & Building Services department.
  - Tenants will be assessed the **actual repair cost plus administration fees** to restore the unit to its original condition if it has been altered or damaged.
  - Tenants are **not** permitted to paint their apartments.
  - **Tenants are not permitted to install or use:**
    - ◇ Water filters
    - ◇ portable dishwashers
    - ◇ portable washing machines
    - ◇ Satellite for TV's
    - ◇ Air conditioning units
- 
- Air conditioning units are approved and installed by Building Services only
  - Charges will be assessed to remove items such as:
    - ◇ Contact paper
    - ◇ Decorative cover plates
    - ◇ Child safety locks
    - ◇ Mirrors, fixtures, towel bars, drapery rods, or any other item/decoration that was installed by tenant

## Important Numbers

Building Services  
626-584-5214  
After Hours Emergency  
1-877-357-4557

## Surface Care

### How to Reduce Humidity

- Turn on the bathroom fan. Bathroom fans pull moisture and steam from the air.
- Open the bathroom window to help the air circulate
- Air conditioning, or turning on the heat (season appropriate) will have the same effect.

### Suggested cleaning methods

- Regularly scrub the shower and tub with your favorite cleaner and wipe it dry.
- Regular chlorine bleach mixed with water in a 50/50 solution and sprayed on the **surfaces is an effective cleaning method.** Another option is Tilex.
- Only consistent cleanliness and keeping moisture levels down **will help contribute to a healthy living environment.**



## Your Maintenance Responsibilities

### Heaters

Tenants need to contact the Southern California Gas Company to have their heater pilot light lit **before** the winter season arrives.



- Contact them early in the Fall. It could be two weeks for them to schedule lighting your heater pilot light.
- Service is free and includes a safety check of the heater.
- Your heater will burn off a little collected dust after not being used for months when you first turn your heater on. Open windows, if necessary.

#### Southern California Gas Company

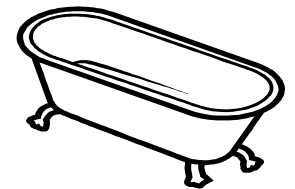
(800) 427-2200 Korean line: (800) 427-0471

### Sink and Bath Tub Drains

- **GREASE/OIL SHOULD NEVER BE PUT DOWN A DRAIN.**
- Do not wash food scraps down the kitchen drain. Use a basket strainer to catch food scraps.

**Bathroom sinks and tub drain clogs are almost always caused by a buildup of hair.**

- Keep hair and other objects out of the drains **or you** may be charged to clear the clog.
- Use a hair snare.
- Hair should be removed from the hair snare after each use. If your apartment does not have one, contact Building Services.
- **Please do not use commercial drain cleaners.** They are caustic and hazardous materials. They can injure plumbers working on the drains and eat through pipes.



## Toilets

Objects flushed down toilets not only clog the toilet waste line, but also the main line of the apartment building.

**DO NOT** flush these items down the toilet:

- baby wipes
- cosmetic wipes
- feminine hygiene products
- paper towels
- **diapers**

**You can avoid a service call charge by using a plunger to clear minor clogs.**



## Garbage Disposals

**Not** all units are equipped with garbage disposals.

**Instructions on using garbage disposal:**

- Turn on cold water before starting the disposal
- Leave cold water on while running disposal
- Once disposal is empty, turn it off

Garbage disposals have limitations. These foods will cling to the walls of the drain line and clog the drain. **DO NOT** put these foods down the drain

- Large amounts of food debris
- Bones and fruit pits
- Fibrous foods (onions, artichokes, celery, etc)
- Leafy vegetables (lettuce, cabbage)
- Citrus peels
- Potatoes
- Rice
- **Coffee grounds**
- Cooking oil and grease



If the disposal is jammed, turn the disposal off and press the reset button on the bottom of the disposal. Turn the disposal back on. If you are unable to get the disposal working, call Building Services.

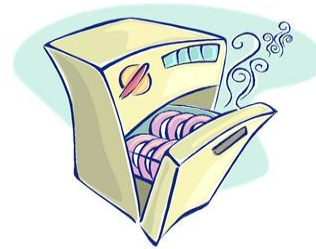


**There will be a charge to repair garbage disposals if it is determined that they have been improperly used.**



## Stoves

- Clean your stoves and inside the ovens regularly. Grease and cooking oil can accumulate and is a fire hazard.
- **Do not place heavy items (50 lbs & up) on your stovetops to avoid repair charges. Electric stove coils can be damaged by heavy items.**



## Dishwashers

**Pasadena has hard water and hard water deposits can form quickly on glass and dishware. Use Jet Dry.**

- Use liquid dishwasher detergent. Do not use powder.
- Periodically clean your dishwasher with CLR or white distilled vinegar
- Food must be completely rinsed off of dishes and pots and pans. Food debris can clog the pipes.

## Balconies

**Local city building codes require that walkways, pathways and exits be cleared at all times. (See Clause 17 of your lease)**

- Do not hang things over railings
- Do not put heavy objects on railings which could potentially fall and cause harm below.



## Paint

- Apartments are freshly painted for each new tenant. Tenants are not to paint their apartments.
- Tenants will be charged back for all costs incurred to restore painted surfaces to their original color, repair damaged walls and woodwork, damage created by tape, tape residue, crayon, marker, ink, decals, or excessive build up of grease, oil, or dirt.
  - Do not fill nail holes; there will be no charge for filling/finishing those when you move out.



## Pest Control

- It is your responsibility to keep your home as clean and pest-free as possible.
- Dispose of your trash as soon as possible.
- Store food in sealed containers or sealed plastic bags. Keep your kitchen and counters clean.
- You can prevent and destroy pests by placing roach traps, ant traps, and mousetraps in unfrequented areas and/or spraying the area with insecticides.
- These items can be purchased at local supermarkets and hardware stores.
- If you continue to have problems, please call Building Services for additional pest control treatment.
- Please do not use roach/flea bombs in your apartment. The fumes they emit are extremely combustibile and can cause explosions/fires.



## Landscaping

- Landscaping is performed by an outside contractor. Work is done weekly, though scheduling may vary due to climate and seasonal changes.
- Tenants are not to plant in common areas.



## Smoke Detectors/Carbon Monoxide Detectors

- Smoke detectors should be tested **monthly** to ensure that batteries are functioning properly.
- Batteries should be replaced twice a year.
- Replacement batteries may be picked up at Building Services.



## Lost Keys



- Please report lost or stolen keys immediately to the Housing Office.
- There will be a charge to replace keys.
- **Tenants are not permitted to change their locks.**

## Light Bulbs

- Light bulb replacement, including lamps for appliances is the responsibility of the tenant unless special access, lamps, tall ladders, or tools are required.



# Housekeeping

## Carpets

- Vacuum carpets regularly.
- Immediately clean up and dry spilled liquids/food so that moisture does not get into the backing and padding.
- Do not set hot cooking pots/pans or irons on carpeting. The carpet is nylon and will melt.
- **Carpets should be thoroughly deep cleaned by the tenant once a year.**
- Professional cleaning is recommended.
- Cleaning equipment may be rented locally.
- **There will be a charge to clean excessively dirty carpets or carpets that have not been vacuumed.**
- **There will be a charge to replace the carpet if it is damaged (melted, stains that cannot be removed, nail polish, grease, etc).**



## Refrigerators

### To prevent your refrigerator from being damaged:

- Do not block the air vents in the back. This allows free circulation of the cool air which keeps your freezer and refrigerator cold.
- Do not overload the door shelf with heavy jars, bottles or containers.
- Do not adjust the temperature to the highest number. This will damage the compressor.
- Keep temperature between 4 or 5.



# Vertical Blinds

The standard for window treatments in Fuller Housing is vertical window blinds.

- **It is normal to replace a couple of vertical blind slats due to normal wear and tear.**
- If numerous slats or a head-rail must be replaced, tenants will be charged for the service.
- The rate to repair/replace head rails is determined by the market price.
- Vertical blinds should not be drawn across an open window. Wind will cause slats to break
- Never force a slat to rotate. If you force a slat to rotate, you could damage the ratchet mechanism and the head-rail will have to be replaced.
- Contact Building Services if you have trouble with your vertical blinds.



## Trash

- Trash must easily slide into trash chutes. If you have to force it in, it's too big.
- Please place trash in dumpsters and close the lids.

**Furniture, mattresses and over-sized items should not be placed in or around dumpsters.**

**For large item pickups, please contact Athens Trash Services to schedule a pick up. Tenant is responsible for direct payment to Athens.**

**Athens Trash Services: (888) 336-6100**

