



Before Submitting a Service Request, Please Troubleshoot the Following:

In an effort to save you money and assist you in maintaining the premises that you are leasing, Firebird Housing has put together some do-it-yourself videos demonstrating some commonly experienced maintenance needs. Please utilize these as needed. They can be found at www.firebirdhousing.com under the tenant tab.

Problem	Possible Reasons	Possible Solutions
Outlets Not Working	GFCI Plug is Tripped Breaker is Tripped	Find & Reset GFCI Outlet Locate and Reset/Flip Breaker
Garbage Disposal Not Working	Blades Possibly Jammed	Free the Blades (W/Wood Broom Handle) Press Reset Button
Garbage Disposal Leaking	Loose Connection on Adjoining Pipes	Tighten Connections
A/C Not Blowing Cool Air	Dirty Filter Restricting Air flow Thermostat in Wrong Position Breaker May Have Tripped Ice on Outside Line	Change the Filter – Some Units have 2 Verify Settings are “Cool & Auto” Check/Reset Breakers- Inside and Outside Turn A/C Off, Blower Fan On (to thaw), Then Call Your Property Manager
Refrigerator Leaking	Food up Against Back Wall - Some Models Drain Line Clogged or Frozen	Move Food Away From Back Wall Clean Drain Line
Furnace/Heater Not Working	Pilot Light is Out (Gas Only) Gas Service Not Active (Gas Only) Safety Door Switch Not in Position (Elec. or Gas), No Power to Unit	Light the Pilot Call Your Gas Company Make Sure Furnace Door is Positioned Properly Locate and Reset/Flip Breaker
Wet Spot on Ceiling	Clogged Condensation Line from A/C Clogged Gutters Debris on Roof	Clear A/C Condensation Line Clean Gutters & Downspouts Blow off Roof
No Hot Water	Pilot Light is Out (Gas Only) Breaker Tripped (Elec. Only)	Light Pilot Locate and Reset/Flip Breakers Reset Button on Water Heater
Oven Not Working	Pilot Light is Out (Gas Only)	Light Pilot
Stove Burners Not Working	Pilot Light is Out (Gas Only) Burners Loose in Sockets (Elec.) Burners and Oven	Light Pilot Push Burner Towards Socket (Make Sure it's Turned Off) Check Breaker
Dishwasher Runs but Doesn't Clean Dishes Properly	Caked on Food Water is Not Hot Enough	Dishes Should Always be Rinsed Before Putting in Dishwasher Adjust Water Heater Temperature
Auto Garage Door Goes Back Up On It's Own When Closing	Something Blocking Sensors	Remove Items, Including Spider Webs from Sensors
Garage Door Remote Not Working	Bad / Dead Batteries	Replace Batteries
Commode Clogged or Back Up into Tub or Sinks	Main Sewer Lines are Backed Up	1) Uncap Yard Line 2) Don't Do Laundry 3) Call Your Property Manager