

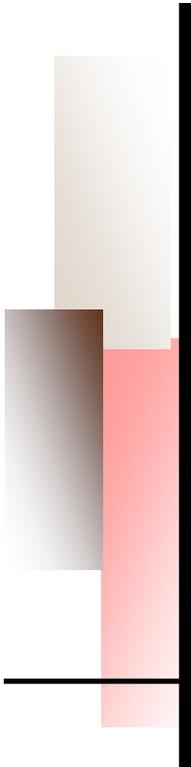
First Maintenance Corporation

**PRIME**  
STUDENT HOUSING, INC.



**FIRST MAINTENANCE  
CORP.**

Hours of operation  
9:00 A.M. to 5:30 P.M.  
Mon. Thru Fri.  
Emergency Maintenance After hours  
Number  
734-572-7293



# YOUR MAINTENANCE GUIDE...

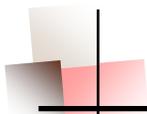
Welcome to your new home!

We are First Maintenance, the exclusive maintenance company for Prime Student Housing. You will find our technicians are courteous, highly skilled and anxious to be of service to you. We hope you find this booklet will answer any questions you may have about your maintenance concerns along with some tips on solving some of these problems yourself.

Welcome!

Thank You,  
First Maintenance Corp.

**PRIME**  
STUDENT HOUSING, INC.



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This booklet covers everything from appliances to possible tenant charges. With it, you may be able to solve some of your problems yourself and not have to wait for us to come to you. Please keep it handy for future reference.

### **Maintenance Requests.**

All non emergency maintenance requests must be submitted through your TWA (Tenant Web Access) portal available on [www.primesh.com](http://www.primesh.com). Make sure you indicate your name & phone number somewhere in the description for proper follow up calls.

All emergencies during/after business hours MUST be called into the Prime Student Housing office at 734-761-8000. Please be specific as to the nature and location of your problem.

If you deny entry for non emergency maintenance and want to be home, a two hour window for appointment time frame is needed for maintenance to arrive at the apartment. If you set this time frame and the maintenance man arrives and no one is home, the charge will be \$30 for a trip fee.

### **Appliances**

#### **Garbage disposal is not working.**

Check to ensure that the cord is plugged in under the kitchen sink. Sometimes, small trash cans can knock the cord out. Still not working? Try pressing the reset button located on the bottom of your disposal.

**Tip:** Do not cram refuse into the disposal and attempt to run it. Instead, put in small amounts of refuse at a time with the kitchen faucet and disposal running at the same time. Coffee grounds, rice, and bones are not good for disposals and we ask that you not put them in your disposal.

**Note:** If you think something is stuck in your disposal call maintenance to remove it for you. Do not attempt to remove it yourself! Bottle caps, coins, sponges, etc. are not to be inserted into the disposal. Items pulled out of the disposal that are not food items will be tenant charged.

#### **Hooking up your portable dishwasher:**

To operate your portable dishwasher you must first roll the unit close up to the kitchen sink. On the rear of the dishwasher you will find the power cord and the water connection line.

**Step one-** plug the dishwasher in.

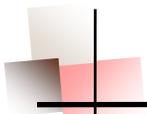
**Step two-** turn on your hot water to ensure you have hot water going into the dishwasher, turn water back off.

**Step three-** On the connector hose there is a fitting that connects directly to your faucet. Pull down on the connector ring and push it up onto the faucet and release. This will seal the hose on the faucet.

**Step four-** Turn on the hot water and the dishwasher itself to the setting of your choice.

Once the washing cycle is complete turn off the faucet, there is a pressure relief button on the side of the connector attached to your faucet press it to relieve pressure build up. After this step, pull down on the connector collar and push down at the same time.

**Note:** Remember that dishwashers must have detergent made specifically for automatic dishwashers! If you use regular liquid used for hand washing it will cause the dishwasher to overflow with suds. Should this happen you should know you will be tenant charged for the clean up.



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## **Common Tenant Charges**

### **Trash**

**Do not leave your trash outside of your entry door or in any common area of the building.** Each bag we remove will be charged accordingly. All buildings have dumpsters/trash bins located outside of the building for your refuse.

**Trash dumping is unsanitary, smells, and draws pests. Please be considerate to your fellow tenants!**

**Note:** We reserve the right to increase charges per bag removed should trash dumping become a problem at any building.

### **Walls and Ceilings.**

Stickers, nail holes, holes in walls, and tape are all items which will be charged to the tenant for removal or repair. **DO NOT** use 2-way tape of any kind as you will be charged for removal.

### **Windows and Doors.**

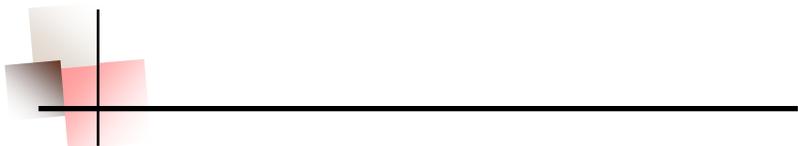
Doors, windows, and screens which are broken or removed will be charged.

### **Fire Extinguishers and Smoke Detectors.**

Each unit is provided with a fire extinguisher and smoke detector for your safety. The extinguisher is designed for use in an actual emergency and is not a toy. All spent extinguishers will be tenant charged. All disabled and damaged smoke detectors will be charged as well.

### **Entry Doors**

Propping open entry doors to buildings seriously jeopardizes the safety of all our residents. If you should see anything holding an entry door open please remove it. Any tenant that is seen using a door prop will be charged for any damages to the building from unwanted persons getting in.



### Blinds

Vertical blinds are very durable with proper use. At the same time., they can be fragile when abused. Here are a few tips on proper care and use.

To pull them open, simply rotate the vanes to the 1/2 way position by using the pull chain. Then simply pull the cord to traverse them open. If they should bind at any point **do not yank on them!** Call maintenance to come out and align them.

Never open your windows or door wall without traversing your blind open. The wind will break not only the vanes, but the pivots as well. We consider this to be abuse and repairs will be charged accordingly. Remember: Rotate, traverse, open window or door wall.

Do not push the furniture/beds up against the blind vanes. This will cause the vanes to bend/warp and you will be responsible for the replacement cost of each vane or pivot.

### Out of Control Gatherings.

If a tenant in your building is throwing an out of control party and your personal peace is being disturbed, or damages to the building are being done, then you have 2 recourses available to you.:

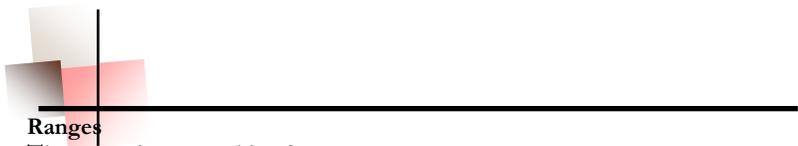
First, call the Prime office at 761-8000 and report the building and apt. number that had the gathering. Your personal information **will be kept confidential**. Secondly, call the police. They will gladly come out and break up the party . The people holding the party will be ticketed for disturbing the peace.

### Pest Problems.

Please be advised that we are not licensed to treat units for pest problems, as the chemicals which are used require a license to handle. We rely on a pest control company that we sub contract. When calling in a pest problem try to describe the pest or even better bring us a sample. Also be specific as to where in the unit the problem is located. Also note that if we have been called out to a unit for ants or roaches and it is found that the housekeeping in the unit is poor you may be charged for any re-treatments.

### Door Locks

As required by the City of Ann Arbor housing codes, all entry doors have a deadbolt and chain lock to the apartments. All buildings the door knob locks have been defeated. This has resulted in far fewer accidental lockouts. We encourage you to use your deadbolt any time you leave your unit. This will greatly increase the security of your personal items inside the apt.



### Ranges

#### The range is not working.?

Check your circuit breaker reset it if needed. If the burner is not working, check to see if it is plugged in. Some models have plug in style burners and you may have knocked it loose cleaning. If that is not the problem call for maintenance and please be specific to which burner is not working.

**Note:** Electric ranges do not work the same as a gas range. The elements get very hot and cook quicker than a gas range. The dial that controls the oven should give you a bake or broil option make sure it is set correctly to the option that best suits your needs.

### Plumbing Problems

#### Toilet Plugged?

Use the plunger to try to unclog it prior to calling maintenance. **Do not** attempt to flush it again it will overflow potentially causing damages, which will be charged back to your apartment. **Never flush Kleenex, paper towels, feminine products, baby wipes, toilet cleaning wipes or toilet cleaning products that claim to have safe to flush detachable cleaning brushes!** Even if the label claims these items are safe to flush they are not in most cases and will clog the toilet. Should we find that any of the mentioned items have been used charges will be applied.

#### Kitchen Sink is Backing Up.

Run your garbage disposal first. If the disposal will not run this is the cause of the problem. Refer to the section on garbage disposals to repair. If the disposal is working but the sink still won't drain call maintenance.

#### Bath Sink is Clogged.

Check to ensure that the pop up drain is not in the closed position. Still plugged? Try your plunger. If this does not clear the blockage call for maintenance.

#### Tub is not Draining.

Check to make sure the drain lever is in the open position. Also check the drain screen and clear it if necessary. Lastly, try your plunger.

**Note: When calling in a plumbing problem tell us if you have used any chemical drain cleaners like Draino. We need to know these things! We also would prefer that you not use these chemicals in the drains. Regardless of what the labels say they are extremely corrosive to the plumbing pipes.**

**Tip:** Again, be very specific as to the location and nature of the problem. Note that dripping sinks, tub faucets, and running toilets are problems that we need to know about. These things are usually simple to correct and prevent water waste.



## Air Conditioners

The air conditioners in your apartment are not designed to cool the entire unit, it is not central air. To ensure the effectiveness of the a/c never place furniture in front of the unit, nor should you expect that the unit will work properly if you have the windows open!

### My A/C is not Cooling?

Check the air coming out of the unit. Is it cold? Next, make sure the vent control is in the closed position. By doing so, you prevent any exterior air from coming in that has not been "conditioned". After a few minutes, check the air temp again is it cooler? If not call maintenance.

### Ammark Heat Controls:

#### 1330 North University, 326 E. Madison, 1333 Wilmont, 508 Division

For those of you located at the above listed buildings, be advised that your heat is not controlled by a regular thermostat. Some of you may have a thermostat on your wall, however this is left there only for temperature readings they will not control your heat. These buildings have Ammark valves.

Ammarks are valves located on the heat registers themselves, bi-level units will have one for the upper floor of the units as well as one on the lower floor.

At 326 Madison the Ammark is located in the study area.

At 1330 North University and 1333 Wilmot the Ammark will be located in the living room next to the door wall, in the bi-level units you will find the Ammark in one of the bedrooms along the heat run. At 508 Division you will find the control on the heat run next to the door wall.

In order to achieve your desired comfort level, you must turn the dial accordingly. The ammark valve has a numbered dial usually the numbers are 1 thru 5.

Number 1 would be your lowest setting.

In order to increase or decrease the level of heat in your unit we recommend that you adjust the dial gradually, turning the dial by ½ number settings at a time. Don't turn the dial quickly two to three numbers at a time as this will result in a too hot or too cold condition. If you have any further questions we will be happy to assist you.

Temperature controls are as follows:

\*-46 degrees 1- 56 degrees 2- 64 degrees 3- 69 degrees

4- 74 degrees 5- 80 degrees

### Electrical Problems

#### No Power in Unit?

Check your breakers. The breaker panel is generally located in the kitchen or one of the bedrooms. Open the panel door and visually check each breaker. Sometimes, a red dot will appear on the affected breaker. Switch the breaker off and then on again. If the power is still off after trying this call maintenance.

#### Light Bulb is out.

Be specific as to which room and where in the room. Is it a regular bulb or a fluorescent bulb? You are responsible to change the lamp bulbs.

**Note:** If you change a bulb yourself and the bulb breaks off in the socket do not try to remove it yourself, call maintenance. Some outlets work off of light switches, if you have an outlet not working try to turn on the switch before calling maintenance.

**Tip:** If you change a bulb yourself be sure to use the same wattage as the old one. Sometimes putting a higher wattage bulb in can burn up the wiring and the light will not work. If you try to change a halogen bulb do not touch the bulb! They are very sensitive to the oil on your skin and the bulb will not work. Also make sure you unplug the halogen light prior to replacing the bulb.

### Laundry Rooms

If you have a problem with a washer or dryer, contact the Prime office for service to the machine. Please note to be specific as to the nature of problem with machine and the location of the machine. For machine operation please see your Prime Student Housing Resident Handbook.

### Emergency on Call

Prior to calling the answering service for an emergency repair, make sure that you have an actual emergency! If you call for emergency maintenance and you do not have an emergency you will be charged \$75.00 or the actual charge whichever is greater for a bogus call. Lockouts are automatically charged \$75.00 regardless of the circumstances if called in after business hours. If you are not certain as to whether you have an emergency situation the service will help you determine if it is or not. Please refer to the Resident Handbook for information on your electronic lock and low battery warnings.

### No Heat

To be considered a no heat situation, the temperature in the unit must be under 68 degrees in the center of the room. You may be charged if the temperature is above this.

#### Additional Emergency Items:

Active water leak that cannot be contained.

Breach of security (Break ins, broken door locks or shattered glass)

Malfunctioning toilet (Only if it is the only toilet in the unit.)

Malfunctioning refrigerator. (Only during the weekend)

Electrical shortage (The entire unit must be without power.)

Gas leaks

Building damages

NO hot water

Bats, birds or squirrels in apartment or building

**Note:** Do not call the emergency on call service for your air conditioner, phone service, DirecTV/cable, Internet or for apartment keys for new leaseholders or subtenants after hours! We do not have apartment keys to supply to new lease holders/sub-tenants and cannot help you. We do not consider SBC, cable, or air conditioning to be an emergency therefore, we will not respond and you are subject to a tenant charge for calling into the emergency service.