



## RESIDENT HANDBOOK

*Welcome!*

As a new or returning tenant with Bray Property Management, we want your living experience to be as comfortable and as easy as possible. We hope this handbook will help you with utility expenses, understand the general maintenance of the property and eliminate any confusion you may have in your responsibility as a tenant.

If you have questions regarding the property or your lease, contact your Property Manager. If you have a Maintenance emergency call our office at 970-242-8450, we offer 24/7 maintenance services. This handbook will be your resource to maintaining the home, determining an emergency and preventing maintenance cost.

Payments of rent can be made with either a check or money order at the office. You can also pay your rent by going on-line to [www.rentpayment.com](http://www.rentpayment.com). Through this website you can set-up automatic payments using your checking account or credit card accounts. Just set-up a log-in and password and easily access your account to make your payments.

We offer monthly newsletters to all of our tenants. Go to [www.brayrentals.com](http://www.brayrentals.com), to review our rental policy, Tenant Newsletters or make non-emergency maintenance requests.

Remember, we are open Mon-Fri 8-5 and aim to handle any of your questions or concerns within 24 business hours of your call. You can also email your Property Manager with any questions.

Thank you for choosing Bray Property Management for your housing needs. We look forward to doing business with you!

Sincerely,

**Bray Property Management**

## HEAT

### **Baseboard/Boiler Heat**

With baseboard heat the boiler is often located next to the Hot water tank. Water is heated in the boiler and sent through the copper pipes to the heat registers found along the walls of the house. The venting registers radiate that heat out into the house. It can take up to 14 hours to heat the whole room. Often times debris, dust and random items fall into the register causing the heat to be blocked. We suggest you clean these through out your stay by using a vacuum to remove any dust. Do not block the registers with furniture or boxes as this can block the heat. Also with Boiler heat you do not want to change the thermostat often. In the Winter pick a temperature and leave it there. By increasing and decreasing the thermostat you are actually using more gas to heat the water. Turn it down to no less than 60 degrees if you are going to be gone for an extended time. Anything less than this will cause pipes to freeze and possibly break.

### **Forced Air**

Follow similar guidelines to that of the Boiler; Do not Block the vents, keep them clean and set a temperature. Forced Air gives quicker results in heating temperatures, but constantly changing the temperature can also change your heating bill. Restricted air flow out of the vents can damage your unit. We strongly suggest NOT closing the vents and registers as to allow maximum efficiency through out the house. This furnace requires a filter to be changed and checked every 2-3 months.

### **Central Heat/HVAC**

An HVAC system has only one thermostat for both cooling and heating. In the winter all you need to do is flip the switch. You do have to check the filters every 2-3 months and replace as needed. Clean the vents with a clean cloth or vacuum to insure a clean house and full cooling/heating potential. Keep the exterior unit free from debris as much as possible so that it does not become clogged. Do not turn the thermostat temperatures up and down frequently. This can cause the unit to freeze or stall and not work.

### **In Floor Heating**

There are dials that you need to control for each room. Water is sent through pipes set into the floor and heat them up. That heat radiates out of the pipes, heating up the floor. Turn on and shut down is done by a specialized contractor or Plumber.

## SPRINKLERS & IRRIGATION SYSTEMS

### Pumps

Pumps take water from the irrigation ditch and send it to your sprinkler system, or for you to attach a hose directly in order for you to water the yard. Once they are set up in the spring you will have to check the filter that it draws water from to see it is not clogged. If the pump is being turned on without having access to water it will burn up, and break.

### Irrigations

Each Irrigation system is uniquely different. If the irrigation is connected to a sprinkler system you will need to: make sure there is water at the pump, check the filter, turn it on and turn on each zone dial to water in zones. If the Irrigation is not attached to a sprinkler system; check to see pump has water, check the filter, connect your water hose and turn the pump on.

### Pressurized Systems

Essentially, this is where a pump is set-up on the property and is turned on with a switch. You can either use a hose or the property is set up on an automatic timer to water.

### Timers

Timers are handy for watering. The best times to water are early in the morning or evenings for 10 minute intervals every-other-day. If you are uncertain what it is set to please contact us. It is not good to mess with the dials too much as that could result in a very high water bill. Timers are best set 3 days a week for 10-15 minute intervals per zone.

## COOLING

### Swamp Coolers

Swamp coolers take water from the house and draw it to the pads in your window or roof unit. The water goes down into the pads (when dial is turned to 'Pump') until they are soaked through. You will hear it "trickle" into the system. When you turn knob to 'Vent' or 'Cool' a fan turns on and moves the air from the wet pads into your house. You open a window at the far end of the house, away from the swamp cooler vent so it draws the cool air through the house. The pads need to be checked throughout the summer to make sure they are not damaged or dirty. Maintenance checks them at start-up and replace as needed.

## **HVAC/Central Air**

An HVAC system has only one thermostat for both cooling and heating. In the warmer months all you need to do is flip the switch or it will do this automatically. You do have to check the filters every month and replace as needed. Clean the vents with a clean cloth or vacuum to insure a clean house and full cooling/heating potential. Keep the exterior Condenser free from debris as much as possible so that it does not become clogged. Do not set temperatures below 72 degrees as this will cause the coils to ice up and stall the unit. When this happens a plumbing company needs to be notified in order to service it to get it running again.

## **Window AC Units**

Window AC's require a certain amount of air flow in order for them to work. In order for them to be used to their fullest capacity a window needs to be open in order to draw air through the unit.

## **GENERAL INFORMATION**

### **Garbage Disposals**

Garbage disposals are not trashcans. They are intended to grind and dispose of residual scraps left in the sink. Many things will clog a disposal and sink drain. At the top of the list of items you never put in a disposal are potato peels and artichoke leaves. These items are too flexible and they cannot be adequately ground before they end up in the drain.

Do Not Put in a Disposal:

- Coffee Grounds
- Chicken Bones or raw meat
- Hot Oil or grease
- Potato Peels, carrot peels, egg shells, artichoke leaves, etc.
- Food in general

If maintenance is called and they find any item in the Garbage Disposal like the above-mentioned items, the tenant(s) will be held responsible for the cost of repair. If the disposal does not work, the next step will be to unplug the disposal and press the reset button at the base of the unit. (It is usually red). Contact Maintenance if you have tried the above, and the disposal still does not work.

## **Dishwashers**

Dishwashers work best when they are cleaned out. If you have a garbage disposal, run hot water and the disposal for a few seconds. Check the bottom of the dishwasher to see that no food or debris is clogging the drainage areas or touching the coils. As long as nothing is clogging the drains you can run it. Make sure to place dish soap in it! You can also find dishwasher cleaners that clean out the dishwasher from your local grocery store. Read the directions carefully and please use them for the use they were intended. If any damage occurs to the fronts (glass) of the dishwashers notify us immediately. If it is cracked or broken the control board can become damaged and need replacing.

## **Refrigerators**

Refrigerators have coils and some have water filters. In order to keep the Refrigerator running and in good order you will want to vacuum the coils periodically. If your refrigerator has an ice maker or water dispenser it will also have a water filter. They can usually be found on the inside of the door. Filters can be found at most part stores such as True Value, Lowes, Home Depot, etc. Ice makers can break easily and are expensive to fix. Make sure the waterline at the back of the refrigerator is not pinched and the filters are clean.

## **CO Detectors/Smoke Alarms**

CO Detectors and Smoke alarms need to have the batteries replaced periodically. To insure your health and safety you need to replace them. It is best to check them at least twice a year at Daylight Savings. Bray maintenance also replaces them at each turnover to insure they are in working order. If you have replaced a battery but it continues to 'beep' or 'chirp' it may be faulty. Contact Bray Maintenance when this occurs.

## **GFI's**

Often times you will have an outlet or section of the house quit working. If you have checked the Breakers and do not find anything wrong you will want to reset any GFI's that are in the house. GFI's can be found at the center of outlets either in bathrooms or kitchens and the are usually red.

## **Breaker Box**

The breaker box location is different in every house. It is a good idea to locate it immediately upon renting the unit. They are usually green or gray and are either outside, or near your electric meter. Sometimes they are located in a garage area. If you live in an apartment, you will

want to look on the walls. Not all switches within the breaker are labeled. You can tell when there is no electricity in a particular area because one, or more switches, will be in the 'off' position. Turn it back to the 'on' position, and check the area that had no power. If the switches are all on or the problem is still occurring, you may want to see if the light bulb needs replaced. Contact Bray Maintenance if this does not fix the problem. Remember, if we go out to flip the breaker for you, you will be charged for our time.

## **MOVE OUT INSTRUCTIONS**

You are responsible for the condition of the home while you are in it. Your Lease: Tenant shall, at his own expense, and at all times, maintain the premises in a clean and sanitary manner including all equipment, appliances, furniture and furnishings therein and shall surrender the same, at termination hereof, in as good condition as received, normal wear and tear excepted. If there is damage at the end of your tenancy that you did not address we will fix it at your expense. This includes, but is not limited to:

- Patch/paint holes from wall hangings, blinds, curtain rods, etc. Any damage resulting from these items will be repaired at your expense. Curtain rods, blinds, wall hanging holes would constitute as damage.
- Light bulbs are to be in working order.
- The house must be clean during and after your tenancy. This includes and is not limited to; baseboards, blinds, light fixtures, inside and outside of refrigerator, underneath stoves, inside and outside heating registers, window sills and tracks. Keeping your house in a generally clean state will lessen any damage or necessary repairs from long-standing dirt.
- Carpet cleaning is done by a professional carpet cleaner upon move out. This is required for every property regardless of tenancy. We coordinate it for you.
- If yard care is the tenants responsibility in your lease, the yard must be in good condition upon move out. Mowing, trimming, seeding, pruning, trash/debris removal, etc. needs to be done prior to turning in the key.z

### **Remember! Per your Lease:**

Tenant agrees to attempt to remedy all of the below maintenance issues prior to notifying Landlord:

Smoke /Carbon Monoxide Detectors beeps: Read back for directions on beeps.

No power to plugs or switches: Check and reset breaker panel or replace blown fuses. Check and reset all GFI outlets

Garbage disposal doesn't work: Hit the reset button on the bottom of the disposal and test.

No hot water: Check thermostat on tank for proper temperature setting. Check and reset breaker in power panel.

Toilet is plugged: Plunge and test

Dishwasher won't drain: Clean food out of bottom dishwasher. Run garbage disposal.

Dishwasher doesn't clean dishes: Don't run the garbage disposal while dishwasher is running, run it beforehand.

No air conditioning: Check all circuit breakers. Clean and replace filter and test.

Refrigerator is too warm or cold: Check thermostat in Refrigerator to see if it is set correctly and vacuum coils.

## Emergency/Not Emergency Contact Information

Bray Property Management Maintenance

970-242-8450 Xt 411

For suspected gas leaks, or to test the CO Detectors you will want to call Xcel Energy. They will send someone out to check on the service for you.

1-800-895-4999

If you have an unusually high water bill and do not know the source, your water service provider can send someone out to check the meter.

Ute 242-7491

City 244-1579

If you have a problem with an old roommate, an ex-relation, friends or neighbors, this is considered a Civil Dispute.

City Non-emergency 970-242-6707

Community Resources Page

[http://www.gjcity.org/Community\\_Services.aspx](http://www.gjcity.org/Community_Services.aspx)

Animal Control

970-242-4646

<http://animalservices.mesacounty.us/>

## Community Information

Chamber of Commerce

<http://www.gjchamber.org>

City of Grand Junction

<http://www.gjcity.org>

City of Fruita

<http://www.fruita.org>

Town of Palisade

<http://www.townofpalisade.org/>

Downtown Grand Junction

<http://www.downtowngj.org/>

Mesa County School District

<http://www.mesa.k12.co.us>

### Utility Information

|                                 |               |                   |
|---------------------------------|---------------|-------------------|
| Xcel Energy                     | 1800-895-4999 | gas/electric      |
| Grand Valley Power              | 970-242-0040  | Electric          |
| City of Grand Junction          | 970-244-1579  | water/sewer/trash |
| Ute Water District              | 970-242-7491  | water             |
| Clifton Water District          | 970-434-7328  | water/sewer       |
| City of Fruita                  | 970-858-3663  | sewer/trash       |
| Town of Palisade                | 970-464-5602  | water/sewer/trash |
| Central Grand Valley Sanitation | 970-244-1579  | sewer             |
| Orchard Mesa Sanitation         | 970-245-0033  | sewer             |
| Commercial Refuse Services      | 970-243-8555  | Trash provider    |
| Rocky Mountain Sanitation       | 970-243-9812  | Trash provider    |
| Waste Management                | 970-243-4345  | Trash provider    |

