Tenant Maintenance Guide

Safe, simple things to try before calling — and when to call PCPM right away.

Emergencies (no heat in freezing weather, active leak, no water, sparking/burning smell, sewage backup, security issue): call PCPM immediately at 417-844-6363. Non-emergencies: submit a request on the Tenant Portal or email pcpmrentals@gmail.com with photos.

Contents

- Heating & Cooling / Thermostat
- Electrical — Breakers, GFCI, Outlets & Lights
- Ceiling Fans & Lighting
- Plumbing & Water Leaks — Toilets, Clogs, Shutoffs
- Water Heater
- Kitchen Appliances — Dishwasher, Disposal, Fridge, Stove/Oven, Microwave
- Washer & Dryer
- Smoke & Carbon Monoxide Detectors
- Doors, Windows & Locks
- Pests
- Mold, Moisture & Seasonal Care (Frozen Pipes, Storms)

Heating & Cooling / Thermostat

General guidance — your appliance make/model may differ. When in doubt, stop and contact PCPM.

Common symptoms

- No heat or no cooling
- System runs but air is weak or not warm/cool
- Thermostat screen blank
- Outdoor AC unit not running

Try this first

1. Check the thermostat is set to HEAT or COOL (not OFF) and the set temperature is above (heat) or below (cool) the room temperature.
2. Set the fan to AUTO. Replace thermostat batteries if the screen is blank or shows a low-battery icon.
3. Check the furnace/air-handler switch (looks like a light switch near the unit) is ON and the furnace door is fully closed — many units will not run with the door off.
4. Check the breaker panel for a tripped HVAC or furnace breaker; reset it once (see Electrical).
5. Replace a dirty air filter (arrow points toward the furnace). A clogged filter is the #1 cause of weak airflow and AC coils freezing.
6. Make sure supply vents and return grilles are open and not blocked by furniture or rugs.
7. AC iced up? Turn cooling OFF and fan ON for a few hours to thaw, then try again with a clean filter.
8. Give the system 10–15 minutes after any change — many units have a built-in delay.

Safety first

- Smell gas (rotten egg)? Do not touch switches or the thermostat. Leave the home and call 911 and City Utilities (417-863-9000) from outside.
- Never remove furnace panels beyond the filter door, and never relight a pilot or work on gas controls.
- Carbon monoxide alarm sounding: get everyone outside and call 911.

When to call PCPM

Call PCPM if there is no heat/cooling after these steps, the breaker trips again, you hear banging or grinding, or there is water around the furnace. No heat in freezing weather is an emergency — call 417-844-6363.

Emergencies (no heat in freezing weather, active leak, no water, sparking/burning smell, sewage backup, security issue): call PCPM immediately at 417-844-6363. Non-emergencies: submit a request on the Tenant Portal or email pcpmrentals@gmail.com with photos.

Helpful links

- Proper way to replace a furnace filter — arrow direction (YouTube)
- Replacing your thermostat batteries (YouTube)
- Common thermostat problems (YouTube)
- Honeywell Home support
- Carrier residential

Electrical — Breakers, GFCI, Outlets & Lights

General guidance — your appliance make/model may differ. When in doubt, stop and contact PCPM.

Common symptoms

- Part of the home has no power
- Bathroom, kitchen, garage or outdoor outlets dead
- Breaker keeps tripping

Try this first

1. Check whether neighbors also have no power — if so it is an outage: check the City Utilities outage map.
2. Find GFCI outlets (the ones with TEST/RESET buttons) in bathrooms, kitchen, garage, laundry and outside. One GFCI can control several outlets — press RESET firmly on each.
3. At the breaker panel, look for a breaker in the middle or OFF position. Push it fully to OFF, then back to ON. Reset only once.
4. If a breaker trips again, unplug items on that circuit (space heaters, hair dryers, microwaves often overload) and try again.
5. Light not working: try a known-good bulb of the correct wattage and check the wall switch (some outlets are switch-controlled).

Safety first

- Never remove the breaker panel cover, outlet covers or switch plates.
- Do not reset a breaker that trips immediately more than once.
- Sparks, scorch marks, buzzing, hot outlets or a burning smell: turn the breaker off if safe, and call PCPM right away. If there is smoke or fire, leave and call 911.
- Keep water away from outlets; do not use extension cords as permanent wiring.

When to call PCPM

Call PCPM if power does not return after resetting GFCIs/breakers, a breaker trips repeatedly, or you notice any heat, smell or sparking (emergency: 417-844-6363).

Emergencies (no heat in freezing weather, active leak, no water, sparking/burning smell, sewage backup, security issue): call PCPM immediately at 417-844-6363. Non-emergencies: submit a request on the Tenant Portal or email pcpmrentals@gmail.com with photos.

Helpful links

- How to reset a tripped GFCI (YouTube)
- Reset GFCI outlets and circuit breakers (YouTube)

- City Utilities outage map

Ceiling Fans & Lighting

General guidance — your appliance make/model may differ. When in doubt, stop and contact PCPM.

Common symptoms

- Fan or light will not turn on
- Fan wobbles or is noisy
- Light flickers

Try this first

1. Check the wall switch — many fans have two switches (fan and light) or a remote. Replace remote batteries.
2. Pull the fan chain through all speeds; the pull chain must be on a speed for the wall switch to work.
3. Check the breaker (see Electrical).
4. Replace bulbs with the correct type and wattage listed on the fixture; let hot bulbs cool first.
5. Flicker: make sure the bulb is screwed in snugly (power off) and is not a non-dimmable LED on a dimmer.
6. Wobble: dust the blades and stop using the fan until checked if it wobbles badly.

Safety first

- Turn the switch off before changing bulbs; use a stable step stool, not a chair.
- Do not open the fan housing, change wiring or remove light fixtures.
- Never hang anything from a ceiling fan.

When to call PCPM

Call PCPM if the fixture still does not work, a fan wobbles badly or makes grinding noises, or there is a buzzing/burning smell.

Emergencies (no heat in freezing weather, active leak, no water, sparking/burning smell, sewage backup, security issue): call PCPM immediately at 417-844-6363. Non-emergencies: submit a request on the Tenant Portal or email pcpmrentals@gmail.com with photos.

Helpful links

- Reset GFCI outlets and circuit breakers (YouTube)

Plumbing & Water Leaks — Toilets, Clogs, Shutoffs

General guidance — your appliance make/model may differ. When in doubt, stop and contact PCPM.

Common symptoms

- Toilet clogged or running
- Slow or clogged sink/tub drain
- Water leaking under a sink or around a toilet

Try this first

1. Know your shutoffs: each toilet and sink has a small valve on the wall below it — turn clockwise to stop water. Find your main water shutoff now, before you need it.
2. Toilet about to overflow: lift the tank lid and push the flapper down, then close the toilet shutoff valve.
3. Clogged toilet: use a flange (toilet) plunger with water covering the cup; 10–15 firm pushes/pulls, then flush once.
4. Running toilet: jiggle the handle; check that the flapper chain is not tangled.
5. Slow sink: remove and clean the stopper/hair; for tubs remove hair from the drain cover. Use a sink plunger (cover the overflow hole).
6. Small leak under a sink: turn off the valve, put a bucket/towels down, and take photos for your request.

Safety first

- Do not use chemical drain cleaners — they damage pipes and can burn you (and make plumber work dangerous).
- Flush only toilet paper — no wipes (even "flushable"), paper towels, or feminine products.
- If water is near outlets or electrical devices, stay out of the water and shut off power only if you can reach the panel safely.

When to call PCPM

Call PCPM immediately for an active leak you cannot stop, water through a ceiling, sewage backup, or no water (417-844-6363). Otherwise submit a request with photos.

Emergencies (no heat in freezing weather, active leak, no water, sparking/burning smell, sewage backup, security issue): call PCPM immediately at 417-844-6363. Non-emergencies: submit a request on the Tenant Portal or email pcpmrentals@gmail.com with photos.

Helpful links

- How to unclog a toilet: pro techniques (YouTube)
- How to shut off the water to your toilet (YouTube)

- City Utilities — manage your account

Water Heater

General guidance — your appliance make/model may differ. When in doubt, stop and contact PCPM.

Common symptoms

- No hot water
- Water not hot enough or runs out quickly
- Water around the base of the tank
- Popping or rumbling noises

Try this first

1. Check whether all faucets lack hot water, or just one (one faucet = likely a faucet issue).
2. Electric heater: check the breaker for the water heater (usually a double breaker); reset once.
3. Gas heater: check that gas service is on (are the stove/other gas appliances working?). Look for a status light on the control and note what it shows for your request.
4. After heavy use, allow 30–60 minutes for the tank to recover.
5. Small drip at the base: put a pan/towels under it and photograph the label and the leak.

Safety first

- Do not relight a pilot, adjust the gas valve, or remove access panels/covers on an electric heater.
- Do not raise the temperature above the factory setting — scald risk.
- Smell gas: leave immediately, then call 911 and City Utilities (417-863-9000) from outside.
- Do not store anything flammable near the water heater.

When to call PCPM

Call PCPM if there is no hot water after checking the breaker/gas service, or if the tank is leaking (a steady leak is urgent — 417-844-6363).

Emergencies (no heat in freezing weather, active leak, no water, sparking/burning smell, sewage backup, security issue): call PCPM immediately at 417-844-6363. Non-emergencies: submit a request on the Tenant Portal or email pcpmrentals@gmail.com with photos.

Helpful links

- ENERGY STAR — water heaters

Kitchen Appliances — Dishwasher, Disposal, Fridge, Stove/Oven, Microwave

General guidance — your appliance make/model may differ. When in doubt, stop and contact PCPM.

Common symptoms

- Disposal hums but does not spin, or is silent
- Dishwasher not draining or dishes dirty
- Refrigerator not cold enough
- Burner or oven not heating
- Microwave dead

Try this first

1. Any appliance dead: check it is plugged in, the breaker, and any GFCI near the sink.
2. Disposal: switch OFF. Press the red reset button on the bottom. If it hums, insert a 1/4" hex (Allen) key in the bottom center and work it back and forth, then reset and run with cold water.
3. Dishwasher: clean the filter in the bottom of the tub, scrape (do not pre-rinse) dishes, use dishwasher detergent only, run hot water at the sink first. If it will not drain, run the disposal first.
4. Refrigerator: check the temperature dial (fridge 37–40°F, freezer 0°F), keep vents inside clear, make sure doors seal, and leave space behind it. Allow 24 hours after changes.
5. Stove/oven: make sure burners are seated properly and knobs are fully on; check whether the oven is in timed/lock mode (see the manual — search model number on the brand site).
6. Microwave: check the door closes fully; reset the breaker/GFCI.

Safety first

- Never put your hand into the disposal. Never put grease, bones, fibrous peels or pasta down it.
- Do not move gas ranges or disconnect gas lines.
- If an oven or stove smells like gas, turn it off if safe, leave and call 911 and City Utilities (417-863-9000).
- Do not pull the fridge out if it has a water line — ask PCPM first.

When to call PCPM

Call PCPM if the appliance still does not work, is leaking, sparking, or the refrigerator is warm (food safety — call promptly).

Emergencies (no heat in freezing weather, active leak, no water, sparking/burning smell, sewage backup, security issue): call PCPM immediately at 417-844-6363. Non-emergencies: submit a request on the Tenant Portal or email pcpmrentals@gmail.com with photos.

Helpful links

- How to fix a jammed garbage disposal (YouTube)
- The best way to clean your dishwasher (YouTube)
- Refrigerator condenser coil cleaning (show to PCPM before moving the fridge) (YouTube)
- GE Appliances support
- Whirlpool
- Frigidaire
- Samsung support
- LG support

Washer & Dryer

General guidance — your appliance make/model may differ. When in doubt, stop and contact PCPM.

Common symptoms

- Washer will not start, fill or drain
- Washer off-balance or walking
- Dryer runs but clothes stay damp
- Dryer will not start

Try this first

1. Check power, breaker and that the door/lid is fully closed (most will not start otherwise). Check for a Child Lock / Control Lock setting.
2. Washer will not fill: make sure the hot and cold valves behind the washer are fully open.
3. Washer will not drain or smells: front-loaders have a drain-pump filter behind a small lower-front panel — see your manual; have towels ready. Use HE detergent and do not overload.
4. Off-balance: redistribute the load; wash heavy items in pairs.
5. Dryer damp clothes: clean the lint screen every load, check the vent hose behind the dryer is not crushed, and check the outside vent flap opens when running.
6. Gas dryer will not heat: confirm gas service is on; do not touch gas connections.

Safety first

- Lint is a fire hazard — clean the screen every load. Never run the dryer when you are away or asleep.
- Do not dry items with oil, gasoline or solvent stains.
- Do not move a gas dryer or disconnect a gas line.

When to call PCPM

Call PCPM for leaks, burning smells, no heat after cleaning the lint screen, or if the machine is not working (if PCPM provides it).

Emergencies (no heat in freezing weather, active leak, no water, sparking/burning smell, sewage backup, security issue): call PCPM immediately at 417-844-6363. Non-emergencies: submit a request on the Tenant Portal or email pcpmrentals@gmail.com with photos.

Helpful links

- How to clean your dryer lint trap (YouTube)
- How to clean your dryer vent line (Ace Hardware) (YouTube)
- How to clear the drain pump on a front-load washer (YouTube)

- LG support
- Samsung support
- GE Appliances support

Smoke & Carbon Monoxide Detectors

General guidance — your appliance make/model may differ. When in doubt, stop and contact PCPM.

Common symptoms

- Detector chirps every 30–60 seconds
- Alarm sounds with no smoke (cooking/steam)
- Alarm does not sound when tested

Try this first

1. A single chirp usually means a low battery: replace with the battery type printed on the alarm and press TEST.
2. Still chirping after a new battery: remove the battery, hold TEST for 15–30 seconds to drain it, reinstall and test.
3. Hardwired alarms have a backup battery — twist the alarm off its base to change it, then re-attach.
4. Nuisance alarms from cooking: open windows and run the range hood; press HUSH. Never remove batteries to stop nuisance alarms.
5. Test alarms monthly. Some alarms have a sealed 10-year battery — if those chirp, the whole alarm must be replaced (call PCPM).

Safety first

- If a smoke alarm sounds and there is smoke or fire: get out, stay out, call 911.
- If a CO alarm sounds: get everyone (and pets) outside to fresh air and call 911 — CO is odorless.
- Never disable, paint over or cover a detector. Tenants must not remove detectors.

When to call PCPM

Tell PCPM right away if any detector is missing, will not stop chirping, does not sound when tested, or is past its replace-by date.

Emergencies (no heat in freezing weather, active leak, no water, sparking/burning smell, sewage backup, security issue): call PCPM immediately at 417-844-6363. Non-emergencies: submit a request on the Tenant Portal or email pcpmrentals@gmail.com with photos.

Helpful links

- Stop the chirping! Replace your alarm battery (YouTube)
- How to stop your smoke detector from chirping (YouTube)
- Kidde support
- First Alert support

- NFPA — smoke alarm safety

Doors, Windows & Locks

General guidance — your appliance make/model may differ. When in doubt, stop and contact PCPM.

Common symptoms

- Key sticks or lock is hard to turn
- Door will not latch
- Window will not lock or stay open
- Locked out

Try this first

1. Sticky lock: use a small amount of dry graphite or lock lubricant in the keyway (not oil).
2. Door will not latch: check whether a hinge screw is loose and gently tighten it; note seasonal swelling for your request.
3. Sliding doors/windows: vacuum dirt from the tracks.
4. Lost keys or lockout: call PCPM — lockout service during business hours; after hours, a licensed locksmith may be needed at tenant cost.

Safety first

- Do not change, add or re-key locks without written permission from PCPM.
- A broken exterior door, lock or ground-floor window that will not secure is a security issue — call PCPM promptly.
- Keep window screens in place; never let children lean on screens.

When to call PCPM

Call PCPM for broken glass, an exterior door or lock that will not secure, or damaged weather-stripping.

Emergencies (no heat in freezing weather, active leak, no water, sparking/burning smell, sewage backup, security issue): call PCPM immediately at 417-844-6363. Non-emergencies: submit a request on the Tenant Portal or email pcpmrentals@gmail.com with photos.

Helpful links

- Ready.gov — home safety

Pests

General guidance — your appliance make/model may differ. When in doubt, stop and contact PCPM.

Common symptoms

- Ants, roaches, mice, or other pests inside

Try this first

1. Remove food sources: store food in sealed containers, wipe crumbs, and take out trash regularly.
2. Fix moisture: report drips and leaks; do not leave standing water.
3. Note where and when you see pests and take photos — this helps the pest-control company.
4. Use bait traps placed out of reach of children and pets; avoid foggers/bombs.

Safety first

- Do not use foggers or mix chemicals; follow all label directions.
- Keep baits and traps away from children and pets.

When to call PCPM

Report pests to PCPM promptly (especially mice, roaches, bed bugs, or wasps near doors) with photos and locations.

Emergencies (no heat in freezing weather, active leak, no water, sparking/burning smell, sewage backup, security issue): call PCPM immediately at 417-844-6363. Non-emergencies: submit a request on the Tenant Portal or email pcpmrentals@gmail.com with photos.

Helpful links

- EPA — integrated pest management
- Springfield-Greene County Health Department

Mold, Moisture & Seasonal Care (Frozen Pipes, Storms)

General guidance — your appliance make/model may differ. When in doubt, stop and contact PCPM.

Common symptoms

- Musty smell, condensation or small spots of mildew
- Pipes frozen (little or no water from a faucet in cold weather)
- Storm damage or power outage

Try this first

1. Run bathroom fans during and 20 minutes after showers; run the range hood when cooking; keep furniture slightly away from exterior walls.
2. Clean small surface mildew on hard surfaces with soap and water; dry completely. Report any recurring or larger area.
3. Below freezing: keep heat at 55°F or higher (even if away), open sink cabinet doors on exterior walls, let a thin stream of water run from faucets on outside walls, and disconnect garden hoses.
4. Frozen pipe: keep the faucet open, warm the area with a hair dryer (never an open flame), and call PCPM. If a pipe bursts, shut off the main water and call immediately.
5. Storms/outages: check the City Utilities outage map; stay away from downed lines; unplug sensitive electronics.

Safety first

- Never use a grill, generator or gas oven to heat the home — carbon monoxide risk.
- Stay away from downed power lines — call 911 and City Utilities.
- Do not use bleach and ammonia together.

When to call PCPM

Call PCPM immediately for a burst pipe, roof leak, flooding, or storm damage (417-844-6363). Report any musty smell or recurring moisture.

Emergencies (no heat in freezing weather, active leak, no water, sparking/burning smell, sewage backup, security issue): call PCPM immediately at 417-844-6363. Non-emergencies: submit a request on the Tenant Portal or email pcpmrentals@gmail.com with photos.

Helpful links

- How to prevent frozen pipes (YouTube)
- EPA — mold & moisture guide

- Ready.gov — winter weather
- City Utilities outage map
- NWS Springfield forecast