



NEW HOME REFERENCE BOOK & HELPFUL INFORMATION

Routine Care & Troubleshooting Information To Help Properly Care For Your New Home

WELCOME HOME!

Your new address is:

We wish you comfort, health and happiness in your new home!
Here is some helpful information on how to properly care for your new home and keep it in great condition!

GETTING TO KNOW YOUR HOME:

Call your utility providers to start service, and take the time to locate the following items.
Doing this will help you to act faster in case of major flood, fire or emergencies and can help to prevent further damage or safety concerns.

ELECTRICITY PROVIDER:

Company: _____ Phone: _____

ELECTRICAL PANEL & MAIN SHUT OFF

Location: _____

ELECTRICAL METER

Location: _____

WATER PROVIDER:

Company: _____ Phone: _____

MAIN WATER SHUT OFF VALVE EXTERIOR (Connected to City Water)

*Usually located near the front of the property line or sidewalk. Shut this off or call your water company immediately to shut off in case of major leaks where the interior shut off valves will not work.

Location: _____



WATER SHUT OFF VALVE(S) INTERIOR

*Usually below the sinks and behind toilets. Shut these off in case of water leaks, and then repair or call a plumber.

Location(s): _____

Location(s): _____

GAS PROVIDER:

Company: _____ Phone: _____

GAS SHUT OFF VALVE

Location: _____

GAS METER

Location: _____

GARBAGE, RECYCLING & COMPOST PROVIDER

Company: _____ Phone: _____

CANS SHOULD BE IN THIS LOCATION FOR PICK UP:

Location: _____

POSSIBLE CABLE / INTERNET OPTIONS

Company: _____ Phone: _____

PAYING YOUR MORTGAGE

Most mortgages are due on or before the 1st of every month, typically with a grace period of 15 days. Confirm with your mortgage company. After the grace period, if you have not yet paid your mortgage, your credit score may be negatively affected.

Look at your available options to pay. It may be best practice to pay your mortgage one month in advance, and set it up on auto pay from then on.

COMMUNICATION WITH YOUR MORTGAGE COMPANY

In any unfortunate circumstance that you may be late on paying your mortgage, it is highly recommended you contact your mortgage company and find out what options you have. Early & clear communication may provide your mortgage company with the ability to offer you more options, and a “road map” of what is to come shall you not be able to get caught up, so this way you can take the best available option to you to either get back on track or sell or rent it at the most advantageous option possible.

HELPFUL TIPS FOR ROUTINE CARE, PREVENTION & TROUBLESHOOTING

SMOKE & CARBON MONOXIDE ALARMS

If your detector becomes damaged or malfunctions you should always replace it. Dead batteries, damaged or removed devices are a safety concern.

FURNACE

If you have a forced air/gas furnace, yearly cleaning & filter replacements are a priority. **All vents should be free with a MINIMUM of 12” space from all directions.**

To replace the furnace filter, the easiest thing to do is bring the old filter and/or make and model # of the furnace to Lowes, Home Depot or your local furnace store and they can provide the option you need, or possibly order online. Save this info on your “home information list”.

FIREPLACE

If you have and use your fireplace, yearly cleaning & maintenance is a priority. For routine maintenance & cleaning, you should call a fireplace cleaning company.

ELECTRIC HEATERS

For any electric heat sources (baseboard heaters, cadet heaters, etc.) you must make sure to keep them clean and give them a MINIMUM of 12” space from all directions. **Having any items within 12” of any heater may be a cause for fire or loss of power to your heater** (most cadet heaters have a safety shut off and will need to be reset if it overheats from lack of air flow), baseboard heaters do not have this safety shut off.

COOKING

FIRE SAFETY: IT IS GOOD PRACTICE TO NOT LEAVE THE KITCHEN/ DINING AREA WHEN THE STOVE TOP, OVEN OR MICROWAVE IS IN USE! It is too easy to become distracted with other things and forget, and these appliances can have catastrophic consequences resulting in major damage and/or death.

Keep all appliances clean and use the proper cleaning supplies to wipe them down after spills and during your weekly cleaning schedule. Keep all small appliances (coffee pots, toaster ovens, etc.) unplugged from outlets when not in use.

DRAINS

Clogged drains and blockages can easily happen with normal use. Please follow the steps below for proper care and prevention so you can reduce the chances of needing a plumber.

- **Dishwasher clogs:** Dishwashers are designed for heating and sanitation of your dishes. You should clean all food from dishes BEFORE they go into the dishwasher. In the event that it is clogged you may need to clean out the filter.
- **Garbage disposal:** These are designed to clear up any small amounts of food that accidentally went into the sink. They are not to be intentionally used for disposing of food scraps. Food scraps should go into the yard waste bin or compost. Always make sure the water faucet is running before and during use of the garbage disposal.
Troubleshooting:
 - Hit the red reset button located at the bottom of the disposal (under the kitchen sink).
 - Use the garbage disposal “key” (or possibly a ¼” Allen wrench) and turn it a full circle. Then try to use the disposal again.
- **Kitchen Sink & bathtub clogs:** Use all sink stoppers and strainers where necessary, and do routine cleaning of drains when you notice slower water draining.
Troubleshooting:
 - You can purchase a small plastic drain cleaner tool or “snake” at most home stores for only a few dollars.

- **Toilet clogs:** Make sure the only foreign items going down the toilet are reasonable amounts of flushable toilet paper. Any wipes, tampons, excessive toilet paper, etc. need to be placed in the trash.

Troubleshooting:

- #1. Use a plunger.
- #2. Use a toilet auger or drain snake.
- #3. Call a Plumber.

GFI / GFCI OUTLETS

You should have either GFI or GFCI outlets near all potential wet areas within your home, such as; near kitchen & bathroom sinks, showers, garage & patio areas. If you notice a loss of power with these outlets or rooms, try the following before calling an electrician.

- #1. Press the reset button on the outlet (if available) to restore power. If no power is restored to the outlet or room, try #2.
- #2. Go to your electrical panel. You can try flipping the breaker that belongs to the designated area all the way to the OFF position and then back to ON again. If no power is restored, try #3.
- #3. Flip the MAIN breaker to the OFF position, (which will shut off all power to the home), wait for a few seconds, and then turn the MAIN breaker back to the ON position.
*If these steps do not restore the loss of power, you may need to call an electrician.

INTERIOR TEMPERATURES

It is good practice to keep the interior temperatures of your home at a minimum of 55 degrees throughout the winter. Allowing the home to drop too far below in temperature and you risk chances of mildew, freezing pipes and other problems that could have very expensive consequences.

WALLS & WINDOWS

It is good practice to have door stops on all areas where doors may come in contact with walls, to help prevent damage to the drywall.

Keeping record off all window opening measurements will be useful to have on hand when needing to replace windows or blinds. Be sure to write down all window locations, heights & widths and keep with any of your home warranties, this Home Reference Book, contractor contacts, and other important home information.

EXTERIOR FAUCETS & EXPOSED PIPES

Any exterior faucets for garden hoses, or exposed pipes the crawlspace, garage or other locations should be insulated to prevent freezing temperatures from breaking the pipes and causing leaks or floods.

For exterior faucets, removing garden hoses and wrapping the faucets with a dry cloth and covering with insulated faucet covers during fall before freezing temperatures arrive should be done. You should not use the faucets again until next spring when night time temperatures are no longer below 40 degrees. If you need to use the faucet during this time, be sure to drain the hose of any water and pressure completely, unscrew and re-cover the faucet when finished.

LANDSCAPING

Keep all trees, shrubs, and plants away from roofs, siding and foundations of your home. Keeping your landscaping simple and away from touching the home can help prevent unwanted additional maintenance such as pests, dry rot, root growth towards foundations, and branches near roofs causing additional shade, leaves and pine needles encouraging moss growth and other damage to roofs.

ROOFS

Remove any moss on roofs or siding. Baking soda is an environmentally safe product that you can sprinkle on to kill the moss. Never pressure wash your roof. Use a broom or hire a roof cleaning company whenever needed. Hiring a roof cleaning company who will clean your gutters at the same time is usually the most cost effective.

GUTTERS

Clean out gutters annually to prevent clogs, added weight and damage.

Installing gutter guards will also help with preventing clogs and reduction in your work load. You can also hire a gutter cleaning company who may do your roof & gutters at the same time.



REASONS TO MAINTAIN A CLEAN, CLUTTER FREE HOME

- Comfortability
- Reduced chance of pests
- Reduced chance of mold/mildew
- Potential reduced costs of damage repairs.
- **QUICKER TIME FRAME & LESS EXPENSIVE TO SELL**

*Maintaining a clean, well-cared for home will help provide a quicker time frame to sell your home in the event you decide or need to. This could be a real estate market shift resulting in a raise in equity, therefore allowing you to act on an opportunity to sell at a profit that may not otherwise be possible, or you may need to sell due to unfortunate life circumstances where you do not have the luxury of time on your side. Not having to worry about significant repairs or cleaning will help you reduce further stress when preparing to list your home and packing to move.

WE WISH YOU THE BEST IN YOUR HOME OWNERSHIP JOURNEY!

When or if the time comes that you decide to size up, size down, rent, sell or purchase another property, reach out to your professional real estate broker for assistance in either making a more informative decision, or help with buying or selling for the maximum desired outcome.

Until the next one, we wish you the best in your home ownership journey!

YOUR REAL ESTATE BROKER:

Name: _____

Contact Information: _____



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