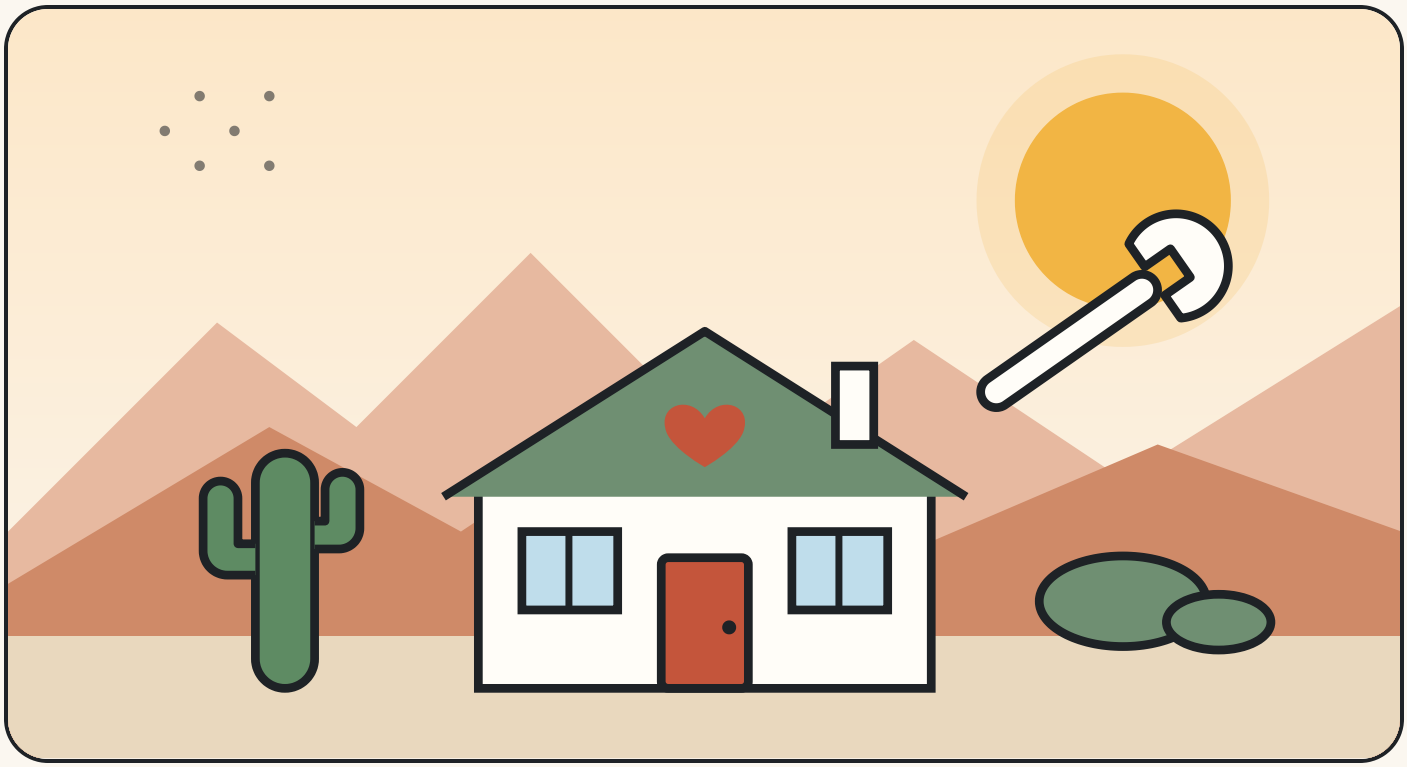
RENTMOR

Connecting Tenants and Landlords

RENTER MAINTENANCE GUIDE

Home Fix-It Guide

Quick, friendly troubleshooting for your Las Vegas, Henderson & North Las Vegas rental.
Most fixes take **5 minutes or less**. Let's get your home back to happy!



🏠 Keep this guide handy:
on the fridge, in a drawer, or saved on your phone.

RentMor.com
Rentmor, Worry Less.
info@rentmor.com · (702) 501-9778

👋 WELCOME

Welcome home!

Your quick-reference guide for everyday home hiccups.



At RentMor we want renting to feel easy, from finding a home to living in it. This guide walks you through the most common household issues, in plain language, with simple steps you can try before you submit a request.

⏱️
Save time
Many issues are a 2-minute fix. No waiting for a visit.

💵
Save money
Avoid service-call charges for simple resets.

🛡️
Stay safe
Know what's an emergency and exactly who to contact.

What's inside

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How to read this guide: ⏱️ 2 min about how long it takes · 🧰 No tools what you'll need · 💡 Tip · ⚠️ Safety · 💵 Save $

START HERE

Check. Try. Submit.

Three quick steps before you submit a maintenance request.



1

CHECK

Look for the simple stuff: a tripped breaker, a dead battery, a switch turned off, something unplugged.

2

TRY

Find your issue in this guide and follow the quick steps. Most take just a few minutes.

3

SUBMIT

Still not working? Send a maintenance request to your landlord or property manager, with photos or a short video.

💵 **Why try first?** A lot of "broken" things are really a tripped breaker, a dead battery, or a jammed disposal. If a technician comes out and the only fix is a simple reset, many leases let the owner charge you for that service call. A quick check first protects your wallet *and* gets things working faster.

Is it an emergency?

🚨 Emergency

Contact your landlord or property manager right away, day or night (see next page).

- 🚫 **No running water** or **no hot water**
- 🥵 **No cooling or heating** in extreme weather
- 🌊 **A flood**: water you can't stop or contain

Call 911 first for a gas smell, fire, smoke, or sparks. Get everyone out, then contact your landlord.

🛠️ Non-emergency

Try this guide, then send a request. These are usually handled during business hours.

- 🌀 Jammed disposal
- 🚽 Running toilet
- 🔌 One outlet or light out
- 🐌 Slow drain
- 💧 Dripping faucet
- 🧊 Ice maker / fridge issue
- 🚗 Garage remote
- 🔔 Smoke alarm chirping
- 🌱 Sprinkler issue
- 🧺 Washer or dryer

🤔 **Rule of thumb:** if it can wait until the next business day without putting people or the home at risk, it's a **non-emergency**.

EMERGENCIES

After hours & emergencies

Know your landlord's emergency process before you need it.



Fill this in today, while nothing is broken!

Every landlord and property manager handles emergencies a little differently. Your lease or move-in packet should say how. Write it down here and keep this page handy.

Landlord / property manager	How to submit maintenance requests (portal, app, email)
Emergency / after-hours phone	Property address & gate code

Usually treated as emergencies:

- **No running or hot water**
- **No cooling or heating in extreme weather conditions**
- **A flood or sewage backup**

Good to know: non-emergency requests sent after hours, on a weekend, or on a holiday are usually handled the next business day. Send them the way your lease says and include photos so nothing gets lost.

Life-safety first: call 911

Smell gas?

1. Don't flip switches, use phones, or light anything inside.
2. Leave the home right away and leave the door open.
3. From outside, call **911** and **Southwest Gas: 877-860-6020**.
4. Then contact your landlord.

Fire or smoke?

1. Get everyone out. Don't stop for belongings.
2. Call **911** from outside.
3. Never go back in until firefighters say it's safe.
4. Then contact your landlord.

Sparks or burning smell?

1. If it's safe, switch off that breaker at the panel.
2. Don't touch anything that's smoking or hot.
3. If you see smoke or flames, call **911**.
4. Then report it to your landlord as an emergency.

Stop a flood fast:

1. Turn off the valve at the fixture (under the sink or behind the toilet)
2. Can't stop it? Close the **main water shut-off** (page 6)
3. Towels down, take photos
4. Contact your landlord's emergency line

YOUR LEASE

Who usually handles what

Every lease is different. Here's how it often works in Las Vegas-area rentals.



🙋 Often the renter

- 🌬️ **A/C filters** — many Las Vegas leases ask for a new filter every month. Repairs caused by dirty filters may be charged to you.
- 🔋 **Smoke alarm batteries & testing** — test them when you move in and regularly after that.
- 💡 **Basic light bulbs** — simple, easy-to-reach ones. Never risk injury.
- 🌵 **Yard & sprinklers** — if there's no landscaper: water, trim, and keep the timer set.
- 🏊 **Pool** — if there's no pool service. Always report a broken pool gate or alarm right away.
- 🦂 **Pest control** — after move-in, in many leases.
- 🧂 **Water softener salt** — if the home has one.
- 🧻 **Damage from misuse** — like clogs from wipes, or damage by residents, guests, or pets.

🏠 Usually the landlord

- ❄️ **Heating & cooling systems** — repairs and major service.
- ⚡ **Major electrical, plumbing & sewer** — problems that aren't caused by the renter.
- 🏠 **Roof, structure & water heater** — the big systems that keep the home livable.
- 🔔 **Smoke alarms that fail** — even with a fresh battery.

📄 **Check your lease for:** minor-repair limits, who handles appliances, broken glass, screens, light bulbs, and pest control. It's all spelled out there.



Not sure who handles it? Ask your landlord or property manager *before* hiring anyone. Many leases require licensed, insured contractors.

Your part when something goes wrong

⏰ Report it fast

- Report problems **right away**.
- **Water leaks:** many leases require notice within **24 hours**.
- Renters may be responsible for unreported water or mold damage.

📞 Stay reachable

- Answer calls, texts, and emails during an emergency.
- Some leases charge a fee if no one responds.

📅 Keep appointments

- Be available for scheduled repair visits.
- Missed appointments can mean **trip charges**.

This page is a general guide. Your signed lease is always the final word.

🔧 KNOW YOUR HOME

Know your shut-offs

Find these on move-in day so you're ready if something goes wrong.





What's this? Pipes and valves along the outside wall can feed the house or the sprinklers. That **fake rock** in the yard often hides a backflow device or a water valve. Not sure which is which? Ask your landlord or property manager to show you.

👉 See **page 7** for pictures of each valve and how to turn it off.

🚰 Fixture valves

- Small oval knobs **under sinks** and **behind toilets**.
- Turn **clockwise** to shut off (righty-tighty).
- Fastest way to stop a leak at one fixture.

💧 Main water shut-off

- Often at the **front or side of the house** where the water line comes in, sometimes in the garage.
- Lever valve: turn the handle **across the pipe** to shut off.
- Use it for a burst pipe or leak you can't stop.

🔥 Water heater valve

- On the **cold water pipe** on top of the tank.
- Close it if the water heater is leaking.

⚡ Electrical panel

- Gray metal box, usually in the **garage** or on an **outside wall**.
- The big **MAIN** switch turns off power to the whole home.

⛽ Gas meter

Outside the home. **Leave the gas meter to Southwest Gas.** If you smell gas, leave and call 911 and Southwest Gas (877-860-6020). Only the gas company should turn gas back on.

🌱 Sprinkler controller

Usually in the garage or on an outside wall. Turn the dial to **OFF** to stop the sprinklers fast, like when a head breaks and sprays everywhere.

Pro tip: On move-in day, snap a photo of each shut-off and save it in an album on your phone called "House." Future-you will be very grateful.

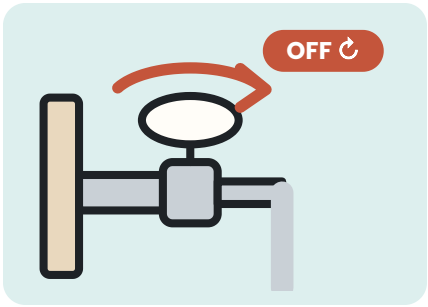
KNOW YOUR HOME

How to turn them off

What each shut-off looks like, and exactly which way to turn it.



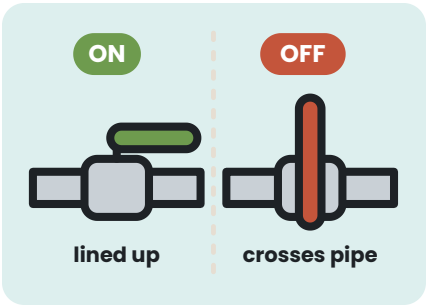
Remember: righty-tighty, lefty-loosey! For knobs and wheels, turning **clockwise (to the right)** shuts the water **OFF**.



Oval knob valve

📍 Under sinks & behind toilets

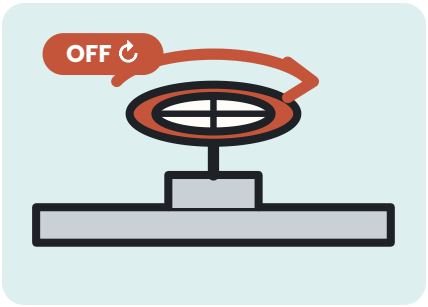
1. Turn the knob **clockwise** (to the right) until it stops.
2. Hand-tight is enough. Don't force it.



Lever valve (quarter turn)

📍 Main water line, sometimes the water heater

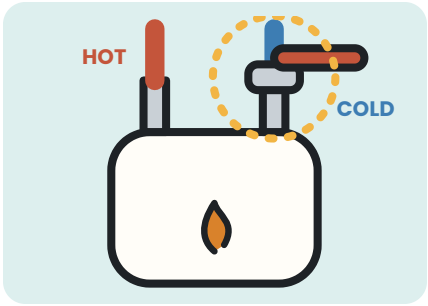
1. Turn the handle a **quarter turn**.
2. **OFF** = handle **crosses** the pipe like a "T".



Round wheel valve

📍 Main water line or water heater (older homes)

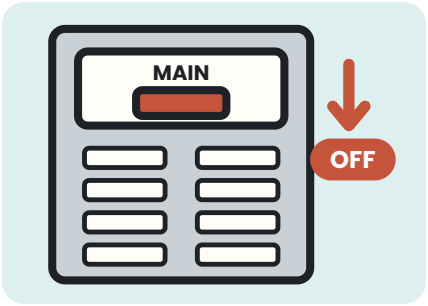
1. Turn the wheel **clockwise**.
2. It may take several turns. Stop when it's snug.



Water heater shut-off

📍 Top of the tank, on the **cold** pipe

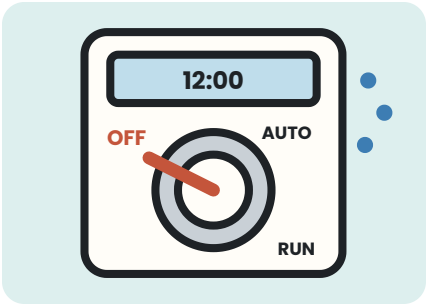
1. Find the **cold** water pipe (often blue or labeled).
2. Close its valve using the lever or wheel method.
3. Then gas knob to **PILOT/OFF**, or flip the heater's breaker.



Main electrical breaker

📍 Panel in the garage or on an outside wall

1. Open the panel door.
2. Flip the big **MAIN** switch to **OFF**.
3. Dry hands, dry ground. Water near the panel? Stay away and call.



Sprinkler controller

📍 Garage or outside wall

1. Turn the dial to **OFF**.
2. Still spraying? Close the irrigation valve (lever or small wheel), often near the fake rock or backflow.

⚠️ **Valve stuck or won't budge?** Don't use force or tools that could break it. Water flooding in? Close the main shut-off if you can and contact your landlord's emergency line (page 4). Otherwise, send a maintenance request.

⚡ ELECTRICITY

Electricity & outlets

Most power problems are a tripped breaker or GFCI outlet. Easy fixes!

Part of the home lost power

⏱️ 2 min · 🧰 No tools

1. Go to the electrical panel.
2. Look for a breaker that's in the **middle** or not lined up with the others.
3. Push it firmly **all the way OFF**, then back **ON**.
4. Trips again right away? Unplug things on that circuit and try once more.
5. Still tripping? Stop and submit a request.

Kitchen, bath, garage, or outdoor outlets are dead

⏱️ 2 min · 🧰 No tools

1. Find the **GFCI outlet**: the one with **TEST** and **RESET** buttons.
2. Press **TEST**, then press **RESET** firmly until it clicks.
3. Check other GFCIs too. One GFCI can control outlets in **another room**. A garage GFCI often runs the outdoor or bathroom outlets.

Watch how
Resetting a GFCI outlet
Scan with your phone camera

The whole home is dark

⏱️ 5 min

1. Check if neighbors have power too.
2. Check NV Energy's outage map at **nvenergy.com** or in their app.
3. Check the **MAIN** breaker at your panel.
4. Neighborhood outage? NV Energy will fix it. No need to submit a request.

One light or outlet doesn't work

⏱️ 2 min · 🧰 Light bulb

1. Try a new bulb (same wattage or LED equivalent).
2. Flip nearby wall switches. Some outlets are **switch-controlled**.
3. Test the device in another outlet to rule out a bad cord.

⚠️ **Stop and report right away** if an outlet or switch feels **warm**, buzzes, shows **scorch marks**, or smells like burning. Turn that breaker OFF, stop using it, and submit a request. Smoke or flames? Call 911.

Avoid overloads: space heaters, hair dryers, microwaves, and air fryers draw a lot of power. Spread them across different outlets, and never plug a space heater into an extension cord or power strip.

🌀 KITCHEN

Garbage disposal

The #1 "quick fix" call. Most jams clear in under 2 minutes!



👂 First, flip the switch and **listen**:

Silent? It needs a **reset**. Go to box 1.

Humming but not spinning? It's **jammed**. Go to box 2.

1️⃣ Silent: press the reset button

⏱️ 1 min · 🧰 No tools

1. Turn the wall switch **OFF**.
2. Look **under the sink** at the bottom of the disposal for a small **red button**.
3. Press it in firmly until it clicks.
4. Run **cold water** and switch it back on.
5. Still silent? Check that it's plugged in, then check the breaker and GFCI (page 8).



2️⃣ Humming: free the jam

⏱️ 2 min · 🧰 Hex wrench

1. Turn the switch **OFF** (and unplug it if you can).
2. Find the hex wrench. It's often in a kitchen drawer. A standard **1/4" Allen wrench** works too.
3. Put it in the hex hole in the **center bottom** of the disposal.
4. Work it back and forth until it turns a **full circle or two** freely.
5. Press the red reset button, run cold water, and switch on.



🧹 No wrench? Broom trick

With the power **off**, put the end of a wooden **broom handle** into the disposal against a blade and push to rock the plate back and forth until it moves freely.

🍋 Slow or smelly

- ½ cup **baking soda**, then 1 cup **vinegar**. Let it fizz a few minutes.
- Flush with a kettle of hot water.
- Grind a few **ice cubes** and citrus peels to freshen.

🎬 Watch the video

Watch how
Unjamming a garbage disposal
Scan with your phone camera

🚫 Never put these in the disposal:

~~grease & oil~~ · ~~coffee grounds~~ · ~~eggshells~~ · ~~potato peels~~ · ~~pasta & rice~~ · ~~celery & stringy veggies~~ · ~~bones & fruit pits~~ · ~~harsh drain cleaners~~

✋ **Never put your hand in the disposal,** even when it's off. Use tongs or pliers to pull out anything stuck.

COMFORT

A/C & heating

In the desert your A/C works hard. A few simple checks keep it happy.



A/C or heat won't turn on

⏱️ 5 min · 🧰 AA/AAA batteries

1. Blank thermostat screen? **Replace the batteries.**
2. Set it to **COOL** (or HEAT) and at least **3° past** the room temperature. Fan on **AUTO**.
3. Check the breakers. There are usually **two**: one for the indoor unit and one for the outdoor unit.
4. After a reset, **wait 5 minutes**. Many systems have a built-in delay.

Watch how
Changing thermostat batteries
Scan with your phone camera

Running, but not cooling enough

⏱️ 10 min

1. **Change the air filter** (see below). A dirty filter is the #1 cause.
2. Open all vents and keep furniture off the return grilles.
3. Close blinds on sunny windows in the afternoon.
4. Keep about **2 feet clear** around the outdoor unit.
5. Air from vents is **warm**? Submit a request. In extreme heat, it's an emergency.

Ice on the pipes or indoor unit

⏱️ A few hours

1. Set the system to **OFF** and the fan to **ON**.
2. Let it thaw for a few hours.
3. Replace the air filter.
4. Ice comes back? Submit a request.

Water dripping, or the A/C shut itself off

Many A/C systems have a **safety float switch** that turns the A/C off when the drain line backs up. Please don't bypass it.

1. Turn the system OFF.
2. Mop up any water.
3. Submit a request with a photo.

Air filters are usually the renter's job

In most Las Vegas leases. Repairs caused by dirty filters may be charged to you.

1. Find the return grille, often in a hallway ceiling or wall.
2. Read the size printed on the old filter's edge.
3. Install the new filter with the **arrow pointing toward the unit**.
4. Write the date on it. Change it **every month**. Desert dust clogs filters fast.

Vegas reality check: on very hot afternoons, most systems can only keep a home about **20°F cooler than outside**. Pre-cool in the morning, keep blinds closed, and avoid big thermostat swings.

Heat pump in winter? It's normal for it to blow warm (not hot) air and to sometimes pause and "steam" outside while it defrosts. Gas furnace not lighting? Make sure the furnace door panel is fully closed.

WATER

Water & water heater

From low pressure to no hot water, and what hard desert water does.



No water anywhere

⏱️ 5 min

1. Ask a neighbor if they have water.
2. Check with your water provider for outages: **Las Vegas Valley Water District (702-870-2011)** or **City of Henderson Utility Services**.
3. Make sure the main shut-off is fully open (page 6).
4. Not a city outage? This is an **emergency**. Contact your landlord right away.

Low pressure at one faucet or shower

⏱️ 15 min 🧰 Vinegar

1. Unscrew the **aerator** (the tip of the faucet).
2. Rinse out the grit and mineral flakes.
3. Soak it in **white vinegar** for 30 minutes, then screw it back on.
4. Shower head: tie a bag of vinegar around it overnight.

No hot water

⏱️ 5–60 min

1. After heavy use, give the tank **30–60 minutes** to recover.
2. **Gas heater:** check the pilot window. Relight only by following the label on the tank, and only if you're comfortable. If you smell gas, leave and call (page 4).
3. **Electric heater:** check the breaker.
4. **Tankless:** note any error code on the display.
5. Still no hot water? This is an **emergency**. Contact your landlord right away.

Water heater is leaking

1. Close the **cold water valve** on top of the tank.
2. Gas: turn the control knob to **PILOT** or **OFF**. Electric: switch off the breaker.
3. Towels down, take photos.
4. Submit a request. Lots of water is a **flood**, so submit it as an emergency.

Water heater temperature: set around **120°F** (usually the "HOT" mark). Hotter settings can cause serious burns, especially for kids, and waste energy.

Hard water happens: Southern Nevada water is very hard. That white crust on faucets and shower glass is just minerals. Wipe it with vinegar. If your home has a water softener, adding salt is usually the renter's job (check your lease).

PLUMBING

Toilets, sinks & drains

Running, clogged, dripping, or slow? Start here.



🔁 Toilet keeps running

⏱️ 5 min · 🧰 No tools

1. Lift the tank lid.
2. Check that the **flapper** (rubber seal at the bottom) sits flat and seals.
3. The **chain** should have a little slack: not tangled, not too tight.
4. Water should stop about **1 inch below** the overflow tube. Adjust the float if needed.
5. Jiggle the handle and test.

🪠 Toilet is clogged

⏱️ 5 min · 🧰 Plunger

1. **Don't flush again**. It can overflow.
2. Use a **flange plunger** (the kind with the extra rubber lip).
3. Get a good seal, push gently first, then plunge firmly 15–20 times.
4. Skip chemical drain cleaners. They can damage pipes.

😱 Toilet is about to overflow!

⏱️ 30 sec

1. Lift the tank lid and **push the flapper down** to stop the water.
2. Turn the valve behind the toilet **clockwise** to shut it off.
3. Clean up, then plunge.

💧 Leak at the base or supply line

1. Shut off the valve behind the toilet.
2. Towels down, take a photo.
3. Submit a request.

🐌 Slow sink or tub drain

⏱️ 10 min

1. Pull out the stopper and clean off the hair and gunk.
2. Plunge it. Cover the overflow hole with a wet rag first.
3. ½ cup baking soda, 1 cup vinegar, wait 15 minutes, then flush with very hot tap water.
4. Add a **hair catcher** to keep it flowing.

🪣 Drip or leak under the sink

⏱️ 5 min

1. Put a bowl under it.
2. Hand-tighten the large plastic nuts on the curved pipe (P-trap).
3. Still dripping? Close the valves under the sink.
4. Submit a request with a photo.

🚫 **Only toilet paper goes in the toilet. Many leases make renters pay to clear a line if wipes or feminine products are found. Never flush:**

~~wipes (even "flushable")~~ · ~~paper towels~~ · ~~feminine products~~ · ~~cotton swabs~~ · ~~cat litter~~ · ~~grease~~

⏰ **Report leaks within 24 hours.** Many leases require you to tell your landlord about any water leak or water damage within 24 hours. Small drips can turn into big mold problems, and residents may be responsible for water or mold damage that wasn't reported.

Keep mold away: run the bathroom fan during showers and for 20–30 minutes after, and squeegee shower glass. See cracked caulk or a soft spot around the tub? Report it early.

KITCHEN

Kitchen appliances

Refrigerator, ice maker, range, oven & microwave.



Fridge not cooling

⏱ 5 min

1. Fridge at about **37–40°F**, freezer at **0°F**.
2. Make sure the door seals close fully. Nothing blocking them.
3. Don't block the vents inside. Leave space between food.
4. Unit dark and silent? Check the plug and the breaker.

Ice maker not making ice

⏱ 2 min

1. Make sure the ice maker is **ON** (the wire arm is down or the switch is on).
2. Check that the freezer is at 0°F.
3. After a reset, the first ice can take **24 hours**.
4. Slow water dispenser? The water filter may need replacing.

Fridge leaking, frosty, or smelly

1. Empty and clean the drip tray if there is one.
2. Keep food covered and the door closed tight.
3. Toss expired food. A box of baking soda helps.
4. Heavy frost? Defrost and check the seals.

Burner or cooktop won't heat

⏱ 5 min

1. Check the plug and the breaker.
2. **Electric:** turn the power off for 15–30 minutes, then retry.
3. **Gas:** make sure the burner cap is seated and dry. Clean clogged ports.
4. Use flat pans that match the burner size.

Oven acting up

1. Door won't open? **Self-clean** may still be locked. Let it cool.
2. Not heating evenly? Check the door seal and hinges.
3. Oven light out? Turn off the oven and swap in the correct appliance bulb.
4. Timer or display issues? Look up the manual online by model number.

Microwave issues

⏱ 2 min

1. Touch pad frozen? Unplug for 1 minute (or flip the breaker), then press CLEAR.
2. Turntable not spinning? Re-seat the plate and the ring.
3. **Sparks?** Stop. Remove anything metal or foil.
4. Never run it empty.

Smell gas at the stove? Turn the knobs off if you can do it quickly, don't light anything or flip switches, leave the home, and call 911 and Southwest Gas at 877-860-6020 from outside.

KITCHEN

Dishwasher

Easy checks for washing, draining & drying issues.



Won't turn on

⏱️ 2 min

1. Close the door until it **latches**.
2. Check the breaker or GFCI.
3. If it shares an outlet with the disposal, make sure each plug is in the right socket.
4. Check for a **child lock** on the control panel. Look in the manual.

Doesn't fill with water

⏱️ 1 min

1. Make sure the water valve under the sink is **ON**.
2. Check that the door is fully latched.

Won't drain / standing water

⏱️ 10 min

1. **Run the garbage disposal first.** Clogged disposal = dishwasher can't drain.
2. Remove and rinse the **filter** at the bottom.
3. Clear anything blocking the bottom spray arm.
4. Run a rinse cycle to test.

Dishes still dirty

1. Run the kitchen tap until it's **hot** before you start.
2. Scrape food off; don't block the spray arms.
3. Clean the filter monthly.
4. Try a different detergent or a rinse aid.

Leaking or sudsy

1. **Only use dishwasher detergent.** Dish soap makes a foam flood!
2. Wipe the door seal and check for food stuck in it.
3. Leak keeps happening? Submit a request.

Soap door stuck / dishes wet

1. Clean hardened detergent out of the cup with vinegar.
2. Make sure tall items aren't blocking the soap door.
3. Use rinse aid to help dishes dry.

Monthly refresh: pull out and rinse the filter, then run an empty hot cycle with a cup of white vinegar on the top rack. Fresh dishwasher, happy dishes.

LAUNDRY

Washer & dryer

Laundry room troubleshooting basics.



Washing machine

🔌 Won't start

⏱️ 2 min

1. Check the plug, breaker, and GFCI.
2. Close the lid or door firmly. It won't start if open.
3. Check for a child lock or delay start.
4. Make sure the water valves behind it are **ON**.

💧 Won't fill or drain

⏱️ 10 min

1. Straighten kinked hoses.
2. Make sure the drain hose isn't pushed too far into the drain pipe.
3. Front-loader? Clean the small **drain pump filter** (usually behind a bottom front panel). Have towels ready!

😵 Shaking, walking, or leaking

1. Redistribute the load evenly. Don't overload.
2. Make sure the washer sits level on the floor.
3. Check that hose connections are snug.
4. Leak won't stop? Turn off the water valves and submit a request.

Dryer

🔌 Won't start

⏱️ 2 min

1. Check the plug and the breaker. Dryers often use a large **double breaker**.
2. Close the door firmly.
3. Clean the lint screen.

⏳ Clothes take forever to dry

1. Clean the lint screen **every load**.
2. Smaller loads dry faster.
3. Make sure the vent hose behind the dryer isn't crushed or kinked.
4. Outside vent flap not opening when it runs? Report it to your landlord.

🧦 Drum not turning

1. Turn it off and check for a sock or item stuck in the drum.
2. Motor running but drum still won't turn? Submit a request.

🔥 **Dryer fire safety:** lint is very flammable. Clean the screen after every load, never run the dryer when nobody's home, and report it if you see a burning smell or the outside vent flap is blocked.

Front-loader funk? Use HE detergent only, wipe the rubber door seal, and leave the door cracked open between loads so it can dry out.

🚗 GARAGE & ENTRY

Garage, doors & windows

Openers, sensors, sticky locks and sliding doors.



Remote doesn't work

⏱️ 2 min · 🧰 Battery

1. Replace the **remote battery**.
2. Check the wall button. If that works, it's the remote.
3. Look for a **LOCK** or vacation button on the wall control. If it's on, remotes won't work.
4. No power at all? Check the breaker and the garage GFCI.

Door goes down, then goes back up

⏱️ 5 min

1. Check the two **safety sensors** near the floor on each side of the door.
2. Move anything blocking the beam.
3. Wipe the lenses clean.
4. Both sensor lights should be **steady**, not blinking. Gently aim them at each other.

Power out? Open the door by hand

⏱️ 2 min

1. Pull the **red emergency cord** hanging from the opener track.
2. Lift the door with both hands. Get help if it's heavy.
3. Don't let go mid-way; the door can drop.
4. To reconnect, pull the cord again and run the opener. It will click back in.

Sticky lock or door won't latch

⏱️ 5 min

1. Puff **powdered graphite** into a sticky lock. Skip oils; they attract dust.
2. Door won't latch? Tighten the hinge screws.
3. Key won't turn at all? Submit a request. Don't force it.
4. Want to rekey or change a lock? It's at your expense. Check your lease first. Most require permission and a working key for the landlord.

Sliding door hard to slide

⏱️ 10 min · 🧰 Vacuum

1. **Vacuum the track**. Desert dust and sand love it there.
2. Wipe it with a damp cloth.
3. A little **silicone spray** on the track helps (not oil).

Window or screen issues

1. Window sticks? Clean and vacuum the tracks.
2. Window won't lock? Submit a request.
3. **Broken glass** is often the renter's to replace (check your lease).
4. **Screens that came with the home** are often the renter's to maintain.
5. Missing a screen? Ask your landlord whether they'll add one, or install it yourself if your lease allows. **Solar screens** need written permission first.

⚠️ **Never try to adjust garage door springs or cables.** They're under extreme tension. Broken spring (loud bang, door won't lift)? Leave it closed and submit a request.

🔔 SAFETY

Smoke alarms, lights & fans

Chirps, beeps, bulbs and breezes.



Smoke alarm chirping

⏱️ 5 min · 🧰 Battery + step stool

1. A chirp every minute or so = **low battery**. Batteries are usually the renter's job.
2. Twist the alarm off its base and swap in a fresh battery (usually 9V or AA).
3. Twist it back on and press **TEST**.
4. Still chirping? Hold TEST for 15–20 seconds to clear it.
5. New battery and it **still won't work or sound**? Tell your landlord **right away in writing**. Submit a request.

Carbon monoxide (CO) alarm

A full alarm (loud, repeating beeps) is not a battery chirp.

1. Get everyone, pets too, outside into fresh air right away.
2. Call **911**.
3. Don't go back in until responders say it's safe.
4. Then contact your landlord.

Ceiling fan tips

- **Summer:** blades spin **counter-clockwise** to push cool air down.
- **Winter:** switch to **clockwise** on low.
- The direction switch is on the motor housing.
- Wobbly? Turn it off and tighten the blade screws. Still wobbly? Submit a request.
- Fan or light won't respond? Check the wall switch and pull chains.

House number light out

Your lit address number helps emergency crews find you at night.

1. **Please don't DIY this one.** It may need a specialty bulb and a special procedure.
2. Send a request to your landlord or property manager.

Never remove or disable a smoke or CO alarm, even if it's annoying. Test them when you move in and regularly after that with the TEST button. A fire extinguisher in the kitchen is a smart idea too.

Light bulbs are usually the renter's job for the basic, easy-to-reach bulbs inside and outside. Match the base type and wattage on the old bulb. High ceiling, tricky fixture, or anything that could get you hurt? Don't risk it. Submit a request instead.

OUTDOORS

Yard, sprinklers & pests

Desert yard care and keeping critters outside where they belong.



Yard & sprinklers: often the renter's job

⏱️ 10 min

Unless your home has a landscaper, most leases ask renters to water, trim, and keep the sprinkler system working.

1. Make sure the controller is set to **AUTO** or **RUN**.
2. Replace the backup battery (often 9V) if the time keeps resetting.
3. Set watering days to match the **SNWA seasonal schedule**. Days are limited by season, and **Sundays are always off**. Look up your assigned days at **snwa.com**.
4. Water early in the morning to reduce evaporation.

Broken sprinkler, geyser, or water won't shut off

⏱️ 2 min

1. Turn the controller to **OFF**.
2. Still running? Close the irrigation valve, often near the backflow device or under the fake rock.
3. Take a photo or short video.
4. Submit a request.

Pest control: often the renter's job

🎉 **New move-in? Ask about a first pest service!** Many Las Vegas leases say that if the home has pests within **30 days of move-in**, the owner pays for the first treatment when you ask **in writing**. Check your lease.

Scorpions

- Bark scorpions are common here.
- Seal gaps; use door sweeps and weatherstripping.
- Clear clutter and boxes from the garage and yard.
- Place glue traps along walls; spot them at night with a **UV flashlight**.
- Shake out shoes and bedding.

Ants

- Wipe up crumbs and sticky spills right away.
- Use **bait stations**. Sprays just scatter the colony.
- Store food in sealed containers.

Roaches & more

- Keep sinks dry and fix drips (report leaks!).
- Take trash out often.
- Consider a regular monthly or quarterly pest service.
- See a **bee swarm**? Keep away and call a pro.

Pool / spa

- Pool service included? Send pool or spa concerns their way.
- No pool service? Many leases ask the renter to keep the water level up, sweep, and keeps the pool clean.
- **Pool alarm or gate** stops working? Tell your landlord **immediately**. It's a safety must.

Water-waste watch: sprinklers spraying the sidewalk or street can lead to water-waste fees. Adjust or report heads that overspray or leak.

SEASONS

Desert weather survival

Las Vegas and Henderson weather is no joke. Here's how to be ready.



🥵 Summer heat

- Change your A/C filter **monthly**.
- Keep blinds closed on sunny windows.
- Going away? Set the thermostat a few degrees higher instead of turning it off.
- Never leave pets in a hot garage.

⛈️ Monsoon & wind

- Secure patio furniture and umbrellas.
- Close windows and doors before storms.
- Change the A/C filter after dust storms.
- Water coming through a ceiling or wall? Bucket, towels, photos, then submit right away.

🥶 Winter freezes

- On nights near **32°F**, disconnect garden hoses.
- Cover outdoor faucets and exposed sprinkler valves.
- Keep the heat at **55°F or higher**, even when away.
- Burst pipe? Close the **main water shut-off** and submit an emergency request.

A few more home features

🔥 Gas fireplace

⏱️ 2 min

1. Check the wall switch near the fireplace. Make sure it's fully ON.
2. Check the remote batteries, if your fireplace has one.
3. Flame too high or low? Use the fireplace key to adjust.
4. Smell gas? Leave and call 911 and Southwest Gas.

Note: some leases provide fireplaces and fire features as-is. Check yours.

🗑️ Trash compactor

⏱️ 2 min

1. Won't run: check the breaker, the safety key/lock, and that the drawer is fully closed.
2. Won't stop: unplug it, then submit a request.
3. Trash spilling: check that the bag clips are secure.
4. Odor: replace the deodorizer.



Heads up: after an outage or storm, reset clocks, check that GFCI outlets didn't trip (page 8), and make sure the sprinkler timer kept its program.

✅ CHECKLIST

Seasonal home checklist

Little habits that prevent big problems. Check them off as you go!



🗓️ Every month

- [ ] **Monthly:** test smoke alarms (press TEST)
- [ ] **Monthly:** change the A/C filter
- [ ] Freshen the disposal (ice + citrus)
- [ ] Rinse the dishwasher filter
- [ ] Check under sinks for drips
- [ ] Check softener salt (if you have one)

🌸 Spring (Mar–Apr)

- [ ] Update the sprinkler timer to the spring schedule
- [ ] Test the A/C before the heat arrives
- [ ] Vacuum sliding door and window tracks
- [ ] Clean the outdoor A/C area (2 ft clear)

☀️ Summer (May–Aug)

- [ ] Pool gate & alarm working? (if you have a pool)
- [ ] Update the sprinkler timer to the summer schedule
- [ ] Secure patio items before monsoon storms
- [ ] Keep blinds closed on hot afternoons

🍂 Fall (Sep–Oct)

- [ ] Update the sprinkler timer to the fall schedule
- [ ] Test the heater before it gets cold
- [ ] Replace smoke alarm batteries if they're a year old
- [ ] Check door sweeps & weatherstripping (scorpions!)

❄️ Winter (Nov–Feb)

- [ ] Update the sprinkler timer to the winter schedule
- [ ] Disconnect hoses on freezing nights
- [ ] Cover outdoor faucets and exposed valves
- [ ] Keep the heat at 55°F+ when away

📸 Moving in

- [ ] Test smoke alarms and tell your landlord if any don't work
- [ ] Return your **move-in condition report** on time, with photos
- [ ] Pests? Check your lease about a first pest service
- [ ] Find & photograph every shut-off (page 6)
- [ ] Save your landlord's contact & emergency numbers (page 4)

📲 REQUESTS

How to submit a great request

A clear request gets the right technician, with the right parts, the first time.



Use the method your lease names

Most landlords and property managers use an online **resident portal or app**. Others use email or a maintenance line. Written requests (portal, app, or email) are best because they create a record for you *and* your landlord. See page 4 to write down your landlord's info.

📝 Include these 6 things

1. **What** is happening (in plain words is perfect)
2. **Where** in the home (e.g., "hall bathroom sink")
3. **When** it started and whether it's getting worse
4. **What you already tried** from this guide
5. **Pets** at home, and any gate or alarm codes
6. **Permission to enter** and the best phone number to reach you

📸 Photos & videos = superpowers

- Take one **wide** photo (to show where) and one **close-up** (to show what).
- A 10-second **video** is perfect for noises, leaks, and error codes.
- Snap the **model/serial sticker** on appliances.
- Photos help your landlord send the right technician and parts the first time.

What usually happens next?

1. 📥 **Request received**
   Your landlord or manager reviews it.
2. 📞 **A quick follow-up**
   They may ask a question or for a photo.
3. 👷 **Scheduled**
   A vendor contacts you or a time is confirmed.
4. ✅ **All fixed!**
   Let them know if anything still isn't right.

📞 **Stay reachable during emergencies.** If no one responds to calls or emails during an emergency, damage can get worse fast, and some leases charge a fee for it.

📅 **Keep your appointment.** Missed repair appointments can mean re-scheduling fees or a vendor trip charge.

📌 **Keep a record:** save copies of your requests, photos, and replies. It protects you, especially at move-out.

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🛠️

Maintenance requests

Send them to your **landlord or property manager**, using the method in your lease.

Write their info on page 4

🏡

Find a home you actually qualify for

Browse rentals filtered by credit, income, and rental history. Make offers with OfferMor.

RentMor.com

💬

Contact RentMor

Questions about RentMor or your listing?

info@rentmor.com
(702) 501-9778

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RentMor.com

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This guide covers common, simple fixes. When in doubt, don't force it: contact your landlord or property manager. Your lease is always the final word.