

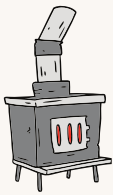
Latchel

Troubleshooting Questions



No Heat:

- Make sure the thermostat is set properly
- Change the thermostat batteries (thermostat screens may still be on with a dead battery)
- Check the heating system's switch and the circuit breaker
- Request photos
 - For heating issues, you can ask the resident for a photo of the thermostat as well as the heating system, radiators, or any other visible components.



Furnace Specific

- Check the pilot light
- Replace the air filter
- Properly secure the front panel
 - Can you inspect the front panels on your furnace and make sure they are properly secured? Please make sure it is pressed in all the way.
 - Many furnaces will not operate if the front panel is not set properly.



Boiler Specific

- Check for bigger issues.
- Make sure there is hot water in the house and if the boiler is gas-powered also review other gas appliances.
 - If the customer has no gas, have them call their gas company and cancel the work order.
- Check radiators/baseboards
- Check the boiler type and settings
- Reset electricity

Heat pump/Mini-Split specific

- Check the circuit breaker and plugs
- Check the outdoor unit
- Clean/replace the air filter

Electrical baseboard heaters specific

- Check for a thermostat or adjust the dials
- Ensure a clear airflow
- Check the circuit breaker and plugs



Latchel

Troubleshooting Questions



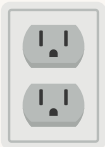
No Hot Water - Water Heater not working:

- Make adjustments and relight the pilot light - Only attempt to relight it if the customer is comfortable with it. DO NOT ATTEMPT TO RELIGHT IF THERE IS A GAS SMELL. Have the customer contact the gas company or fire department.
- Request Pictures



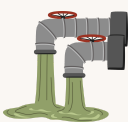
Power Outage:

- Look around - If experiencing a power outage, first check if other neighbors are experiencing a power outage. If so, call the electric company.
- Check breakers - Look for any switches that are fully or partially tripped:
 - Flip any off or tripped breakers to “on” and check the power again.
 - If there is only a partial outage within the house, check the bulbs to make sure they are not simply burnt out.



Outlets not working (partial power outage):

- Reset buttons
- If it is one particular outlet that is not giving power, try hitting the “reset button” on the actual outlet, if it is a GFCI outlet. It’s the top button of the two pictured below



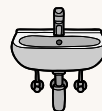
Clear Sewage Backup:

- Check drains and toilets to identify if the issue is happening in multiple places or just on one drain
 - If only one drain is affected, review the property's severity/responsibility settings and determine if this should be de-escalated.
- Investigate if the property is on city sewer or a septic tank.
- Request photos



Water leak:

- Find out where the leak is coming from
- Identify severity of the leak
- Locate an individual shut-off valve
- Identify if the leak can be contained
- Immediately soak up any standing water to prevent mold.
- Request photos/videos



Garbage disposal:

- Make sure the disposal switch is in the “OFF” position.
- Press the red button to reset the disposal.
- Run a cold stream of water and turn the disposal switch to the “ON” option and it should turn on.



Latchel

Troubleshooting Questions



Alarms:

- Investigate signs of gas, smoke, or carbon monoxide leak
- Identify any symptoms since noticing the issue (see below graphic)
 - If experiencing any symptoms, evacuate the home ASAP and ask them to call the fire department right away.
- Check batteries to ensure they're fully charged
- Request photos

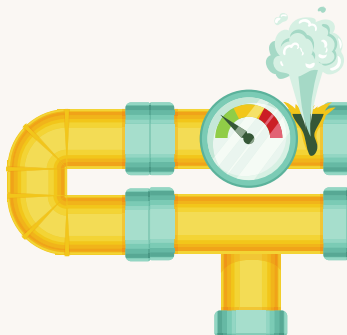
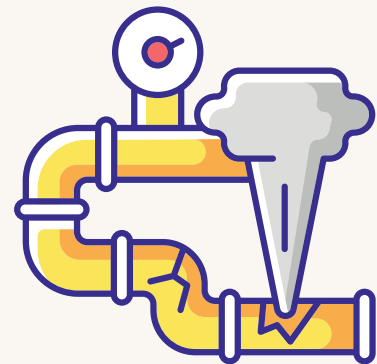
Carbon monoxide leaks:

Home Symptoms:

- Brownish or yellowish stains around appliances
- Burner flame appears yellow instead of clear blue (exception: natural gas fireplaces)
- Stale-smelling air
- Soot, smoke, or back-draft inside the home

Physical symptoms:

- Headache
- Dizziness
- Weakness
- Vomiting
- Chest pain
- Confusion



Gas leaks:

Home Symptoms:

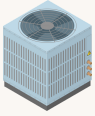
- The smell of rotten eggs
- Hissing sounds
- Air bubbles outside your home
- Dead or dying plants

Physical symptoms:

- Headaches
- Dizziness
- Fatigue
- Nausea
- Irregular breathing
- Suffocation

Latchel

Troubleshooting Questions



Repair A/C & General HVAC:

- Describe the current setting of your thermostat? (Check if it's set to AC or Cool)
- Try to replace the batteries on the back of the thermostat
- Locate the air filter and replace/clean it
 - If it is a reusable filter, you can wash it in the sink with running water or with a garden hose and let it dry completely before reinstalling it
- Try resetting the breaker for the HVAC system
- Check the air vents to see if anything is clogged or blocking them
- Feel for any warm/cold air blowing out of vents
- Request photos/videos



Refrigerator/cooler not cooling

- Make sure refrigerator plug is secure
- Reset the outlet
- Check the thermostat
- Listen for buzzing
- Feel outer cabinet of refrigerator
 - If it feels hot to the touch, this indicates an airflow blockage. The vent is located at the very bottom of the fridge (toekick) this can be cleaned off to allow airflow.
- Request photos/videos



Roof leaking during storm:

- Identify where leak is coming from
- Identify severity of leak and any property damage
- Identify if the leak can be contained
- Immediately soak up any standing water to prevent mold.
- Request photos/videos



Lockouts:

- Check other doors and first floor windows for access
- For electrical/smart locks, check the power
 - See if it can be opened with a physical key
 - Check for external battery sources and change battery if low
- Find someone who may have a key
- If there are no deadbolts, try using a card
- Call a locksmith



Latchel

Troubleshooting Questions

*Disclaimer: The questions provided in this FAQ are intended to serve as a baseline for troubleshooting maintenance issues. They are not exhaustive and may not cover every possible scenario. The actual questions asked during a conversation with a resident may vary based on the specific situation.

Please note that while we strive to offer helpful troubleshooting advice, there are certain tasks we cannot and will not enforce due to potential liability risks. These tasks include, but are not limited to, resetting electrical outlets and turning off water valves. Always exercise caution and consult a professional for any maintenance issues beyond basic troubleshooting.

Troubleshooting Your Rental Property Maintenance Costs Away eBook

Let's save some money & fix more over the phone.

Learn the best tips and tricks to troubleshoot maintenance issues with tenants. Just like Latchel, you can resolve and de-escalate up to 30% of maintenance issues over the phone.

Use our guide to:

- Reduce maintenance issues on rentals
- Increase your operating income
- Save money by reducing maintenance costs



[Download eBook](#)



Latchel