



Maintenance Companion



Our Commitment to You

TradeMark Residential
811 Spring Forest Rd. Ste 1000
Raleigh, NC 27609



Dear Resident,

We at Trademark Residential truly appreciate you choosing us, and we're so grateful for the trust you've placed in us. It is our goal to provide you with a top notch experience and we take pride in treating each property as if it were our own.

One of those top notch goals is to provide a seamless and responsive maintenance service that you can count on. In our continuous efforts to improve we wanted to reiterate the best way to engage with Maintenance, what to expect when you submit a work order and resources for you to know before you submit a request.

You chose Trademark to help you find a home and it is our commitment to ensure that we take care of that home and provide you with a safe and pleasant rental experience.

Patrick Gocke

Patrick Gocke
Director Of Home Services

Getting Started

Creating an online account and submitting a
maintenance Request

Getting Started

Setup online and mobile access

RENTCafe Access

As a resident of a Trademark Residential property you have been given access to our online resident portal. This would have been sent to you during your approval process.



If you do not remember how to login view the link below or contact Trademark to re-register.



(919)510-4010

hello@trademarkresidential.com

For your added convenience, RENTCafe also has a mobile app that can be downloaded scanning the QR code below

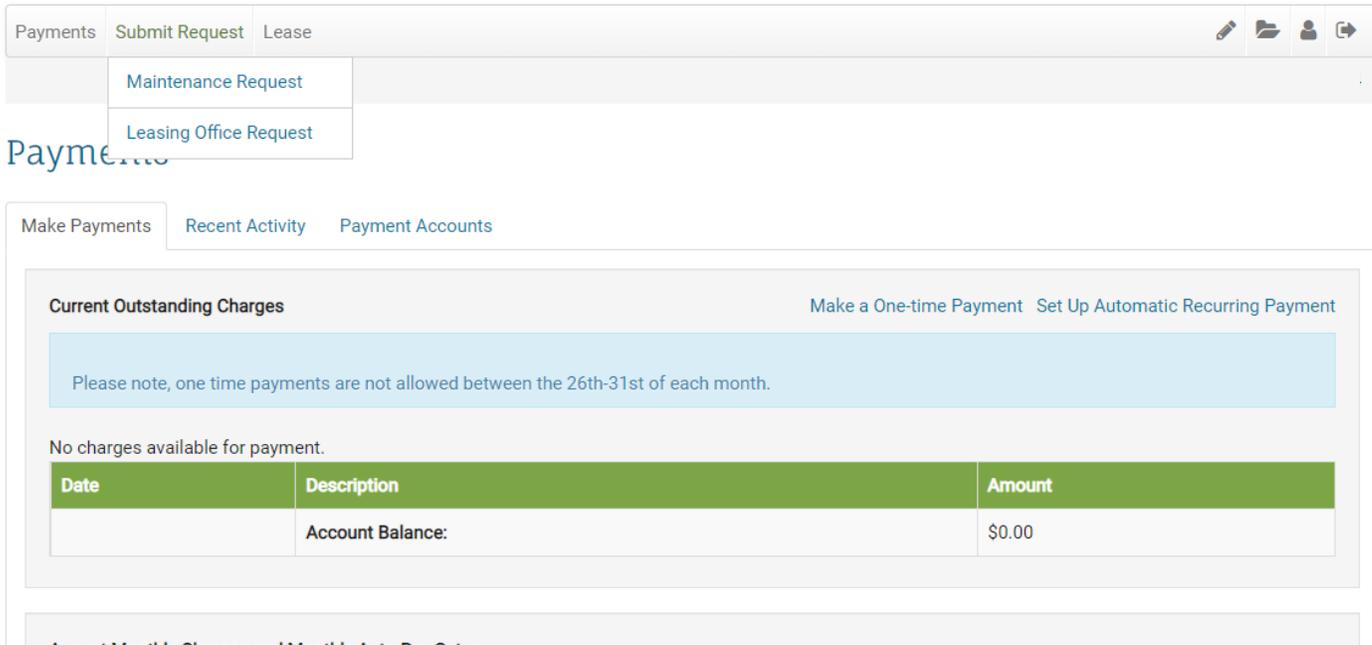


Getting Started

Setup online and mobile access

RENTCafe Features

Once logged into either the RENTCafe App or through the Resident Services link on the Trademark Residential website (www.trademarkresidential.com), the process is simple to submit a maintenance request.



The screenshot shows the RENTCafe web interface. At the top, there are navigation tabs: "Payments", "Submit Request", and "Lease". A dropdown menu is open under "Submit Request", showing "Maintenance Request" and "Leasing Office Request". Below this, there are more navigation options: "Make Payments", "Recent Activity", and "Payment Accounts". The main content area is titled "Current Outstanding Charges" and includes links for "Make a One-time Payment" and "Set Up Automatic Recurring Payment". A blue box contains the text: "Please note, one time payments are not allowed between the 26th-31st of each month." Below this, it states "No charges available for payment." and displays a table with the following data:

Date	Description	Amount
	Account Balance:	\$0.00



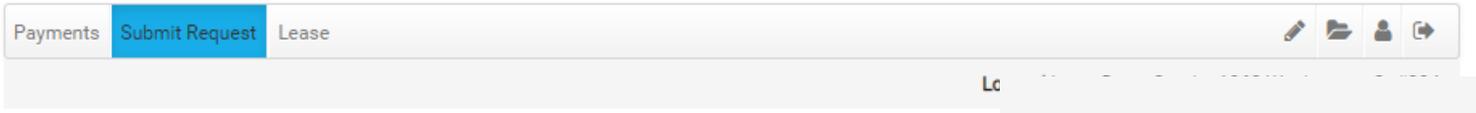
Submit Request

From your choices select
Maintenance Request

Getting Started

Setup online and mobile access

RENTCafe Features



Maintenance Request

Submit Maintenance Request Request History

Priority*

Category*

Sub Category

Location

Full Description*
1499 characters remaining

Access Instructions

Permission to Enter*

Attachment ⓘ No file chosen

Filling out the request

Priority- Level of Urgency

Category- Function of the house related to (ie, Appliances, HVAC, Plumbing etc.)

Location- Part of the house where the issue is causing problems (ie. Kitchen, Bedroom etc.)

Full Description- Please be as descriptive as possible as it will better help our team respond appropriately. (What, When, For how long, Where and damage)

Access Instructions/Permission to enter- Let us know if you prefer to be there when our technicians are dispatched or if you are ok with our team entering the premise without you present. Also provide in Access Instructions a valid working telephone # and email that we can reach you with.

Attachments- Pictures speak a thousand words...any you can upload help our team do an early diagnosis.

Maintenance FAQ's

Common Issues and what to look for

Dishwasher won't turn on

- Flip the wall switch near the sink
- Check to ensure that the lock is engaged
- Check timer setting to ensure it is aligned properly

Dishwasher won't drain

Clean food out of bottom of dishwasher. Clean float. Rinse dishes before washing. Use jet dry once a month. Jet dry prevents hard water build up.

Garbage disposal not operating

- Make sure the power is OFF. Safety First!
- Check for blockage in the sink around the blades. Before putting your hands or utensil down the sink, make sure the unit is turned off. Never put these items down the disposal: chicken bones, onion peels, potato skins, rice, and corn husk!
- Is the garbage disposal making a humming sound? Run your hand along the bottom of the unit for a small button. Once you find the button, press it to reset the disposal Press reset button (also located on the bottom of the disposal)
- Is the garbage disposal humming and not turning. Look for the disposal wrench attached to the disposal use it to turn the bottom of the disposal counter clockwise. Then press the reset button on the bottom of the disposal
- Grind lemon peels and ice to help prevent odors
- Reset the safety switch underneath the bottom of disposal unit in sink cabinet. Turn Power back ON.

Toilet Runs Constantly

- Check for kink or disconnect of lift chain from the handle lever which is preventing the flap to seat properly
- If unable to stop toilet run – turn off water to the toilet using the knob behind the toilet until maintenance is able to access the problem. This will prevent high water bills
- Water puddling around toilet
- Submit maintenance request through the resident portal

Sink/Toilet Clogs

- Use appropriate liquid drain cleaner from local market.
- Use ball or flange plunger
- Make sure hair and grease are not disposed in the toilet or sink
- Use a plunger with short, quick motions. You may need rubber gloves; it can get messy!
- For clogged bathtub and shower drains-pour boiling water down the drain to unclog hair and soap build-up.
- Note: if resident caused clog then you will be accountable for bill.
- Sink, Tub, or Shower Clogged – Remove hair from drain. Try pouring drain cleaner down the drain.

10 Things to never flush down the toilet

- Floss – not bio-degradable
- Grease, Oil & Fat – like heart disease, these will decrease the flow of pipes over time
- Band-aids – these are plastic and not bio-degradable
- Medications – contaminates the water supply
- Disposable Wipes – EVEN if they say you can, Don't!
- Paper Towels – these do not break down like toilet paper
- Feminine Hygiene Products – including cotton pads and swabs
- Cat Litter
- Condoms
- Hair

How to change an Air Conditioning filter

- Locate the air-intake grill that holds the filter.
- Open grill, remove old filter.
- Replace with new one – IMPORTANT: air flow arrow on filter to point in the direction air is traveling (being "sucked" to).
- A clean filter will ensure your A/C is running smoothly and keep electric costs to a minimum.

A/C not cooling

- If the air filter has not been changed in 30 days, change it. Remember per your lease the filter must be changed a minimum of every 60 days. 95% of all service calls are due to dirty air filters
- If the digital thermostat is not working check/change the battery
- If you notice ice on the coils at the unit, turn off AC and submit maintenance request
- Check thermostat setting – set Fan to "auto", set system to "Cool"
- Check air handler/furnace – you should hear it "rumbling", if not, check to make sure it is plugged in and switched on
- Check circuit breaker – make sure it is not 'tripped'
- Check to be sure the drain line is not clogged
- Check the fan unit outside – is the fan spinning and clear of leaves and branches?

No hot water

- Check to see if hot water tank is leaking
- Check fuse box for tripped breaker switch
- If it's a gas water heater, check to see if pilot light is out, if you can't turn it on, call your gas provider for instructions.

Power- Circuit Breakers & GFI Outlets - Checking and Resetting

- Some outlets are known as GFIs located near wet areas of your home (i.e. kitchen and bathrooms)
- When power becomes overloaded they will 'trip' (stop working).
- Press reset button on them to power back on (usually small button in the center of the outlet plate)
- Still not working? Check other GFI outlets in the home and reset. If that does not work, find the breaker panel and check for flipped switches. Flip back to "On" to restore power.
- Check appliances. Unplug all of them in the unit. Reset breaker, plug in one appliance at a time to find the faulty appliance.
- Contact your power company to inquire if there are power outages in your neighborhood

Washing Machine Not Working Properly or Not at All

- Check whether the washing machine taps are turned on at the wall.
- Check if appliance at the wall is turned on.
- Check if lid is closing properly.
- Check if settings knob is pointed directly on the desired settings
- If the machine has stopped halfway through cycle you may have overloaded the machine and caused it to be out of balance. Try redistributing the wash evenly in the drum.
- Don't overload the machine
- ONLY use laundry detergent NEVER use dishwashing detergent

Dryer is Not Working

Dryer can automatically shut down due to overload of lint in the filter Check whether the filter needs to be cleaned out.

Remember to always clean the filter out. *Failure to clean the dryer is the leading cause of dryer fires. 2,900 home clothes dryer fires are reported each year and caused deaths, injuries, and millions of dollars in property loss*

EMERGENCY CONTACT

Access to 24/7 Maintenance



Business Hours
(919)510-4010



After Hours
(919)917-3040