

Seq	Date	Problem	Resolution	Time (mins)	Cost
1	01/05/15	Hot water heater drain valve leaking	replaced Hot water heater drain valve	30	\$7.00
2	01/06/15	CO Detector going off	Checked out apartment. Brought new CO detector and more precise gauge. All appears to be fine. Noticed that furnace was not working properly, unrelated to CO.	60	\$0.00
3	01/08/15	Tenant texted me they left their keys in the car inside the locked garage.	Gave the tenants the number to a local person who could open the garage door with a screwdriver. This was the third time in about 2 months they had lock troubles.	5	\$0.00
4	01/12/15	Furnace not working properly.	Changed out pilot light module on furnace from #2. Fix did not make any difference. Ordered new circuit board and limit switch. Brought over space heaters.	60	\$49.00
5	01/15/15	Furnace not working properly.	Changed out circuit board and limit switch from issue #2. Problem still not resolved.	90	\$65.00
6	01/16/15	Furnace not working properly.	Called furnace tech out from issue #2. He changed transformer and said the issue was the gas valve or module powering gas valve. Issue not resolved.	60	\$115.00
7	01/19/15	Furnace not working properly.	Replaced furnace from issue #2. To repair gas valve on 30-year old furnace would have not been worthwhile. Original quote to replace furnace was ~\$2,000. Heat exchanger on old furnace looked great.	420	\$1,400.00
8	01/26/15	Tenant emailed me about "The toilet appears to be having trouble again. It runs for very long time most nights, even after wiggling the handle. Is there something I need to do?"	I advised to chage the toilet flapper. Since it is a commercial tenant, I figure they can do some easy maintenace themselves.	5	\$0.00
9	01/27/15	Eagan water dept. called about excessive water meter reading. It was 3x normal. 176,000 gallons extra. Bill is ~\$750, not ~\$250.	Identified problem toilet float valve. Removed and replaced.	60	\$7.00
		Total 'emergency' repairs for January 2015		790	\$1,643.00

Seq	Date	Problem	Resolution	Time (mins)	Cost
1	02/06/15	Tenant emailed me about "I replaced the flap in the toilet and it doesn't seem to have fixed the problem. I also noticed a whistling sound - from the "fill valve" - so it seems to be leaking air, and when my husband looked at it, he said it also seemed like the stop valve didn't stop the water completely when it was shut off. That is the extent of everything I even loosely know about a toilet. :) Sounds like something more is going on, anyway."	It sounds like another toilet fill valve. I will change that on 2/7/15	5	\$0.00
2	02/07/15	Toilet Fill valve seemed to be OK, but toilet was filling slow.	Removed and replaced the toilet fill valve. It fills faster and does not run as long.	60	\$7.00
3	02/22/15	Tenants texted me about washer not draining properly. It appears to be a out of balance problem. A short cycle, running empty, seemed to work OK.	After running a couple more loads, all appeared to be fine.	5	\$0.00
		Total 'emergency' repairs for February 2015		70	\$7.00

Seq	Date	Problem	Resolution	Time (mins)	Cost
1	03/12/15	Tenant caled about furnace not working.	Stopped over. Cleaned furnace. Replaced pilot light module, computer board, two limit switched, still no go. Ordered new furnace and replaced.	360	\$1,400.00
2	03/15/15	Main common entry door slams too hard	Replaced door plunger with a surplus one from a friend in the business. Returned old one for warranty replacement	60	\$0.00
3	03/15/15	Tenant called about being locked out. He left his keys in the garage and was outside with the kids. He had the main door key, not the apartment key.	After I got home from my errands, I went over and let him in the apartment.	60	\$0.00
4	03/20/15	Tenant said refrigerator was not working properly.	I went over and cleaned coils and verified that refrigerator still did not work. Called Lowes for a refrigerator delivery the next day.	60	\$591.94
5	03/23/15	Tenant broke kitchen faucet. It was due to wear and tear. Tenant was at Home Depot buying another.	I offered to pay for faucet, and reminded tenant, a military person, that Home Depot has a 10% off policy for Vets. Tenant replaced faucet and I reimbursed.	5	\$100.00
6	03/28/15	Fascia coming off building due to wind.	Rented lift, repaired/replaced fascia	240	\$170.00
		Total 'emergency' repairs for March 2015		785	\$2,261.94

Seq	Date	Problem	Resolution	Time (mins)	Cost
1	04/01/15	The wind blew a privacy fence down for one of my units	Pick up fence. Schedule a future repair.	30	\$0.00
2	04/04/15	I started having trouble with main door master key does not work anymore.	re-pin lock to make master and tenant keys work.	240	\$20.00
3	04/13/15	Tenant may not make it through the night	Vacancy to follow.	5	\$0.00
4	04/14/15	Tenant texted me about nails in yard from previous siding job.	I will go over and see what I can do to pick up any nails from siding job last fall.		
5	04/15/15	Tenant texted me about flow drain over flowing. Main drain line clogged.	Caller Rotor-Rooter for drain cleaning.	120	\$249.00
6	04/18/15	Meet Roter-Rooter guy to put camera in sewer line	Appears to be a belly in the line.	60	\$75.00
7	04/19/15	Toilet lever is broke and kitchen faucet is spraying water through a pin hole.	Stopped by and assessed the situation. Toilet lever is needed and new kitchen faucet. Luckily, I have spare parts for both, so the cost was \$0. A almost new Moen faucet left over from a previous remodel. Fixed on 4/21.	60	\$0.00
8	04/26/15	Broken Window	Window will have to be replaced, probably \$250.		
		Total 'emergency' repairs for April 2015		485	\$344.00

Seq	Date	Problem	Resolution	Time (mins)	Cost
1	05/02/15	The wind blew down a fence a few weeks prior (see 4/1/15), so it needed to be repaired	Removed fence and posts and replaced fence	300	\$125.00
2	05/14/15	Tenant texted that ants were in the bathroom.	I texted back to remove all food sources and clean up anything they may be coming for. I will spray outside of building at a later date.	5	\$0.00
3	05/14/15	Tenant texted that dryer was not heating up.	I advised tenant to use free dryer in the common area until fix could be completed. Completed fix. Was dryer thermostat.	60	\$75.00
4	05/14/15	Tenant texted that range heating element not bad and oven would not heat up.	Replaced range heating element. I had a spare, so actual cost was nil, new part would be ~\$25 with shipping.	30	\$25.00
5	05/31/15	Ant issue from 5/14	Put out ant granules and sprayed foundation with Suspend insecticide. Also bought Terro for the tenants to put out.	60	\$20.00
		Total 'emergency' repairs for May 2015		455	\$245.00

Seq	Date	Problem	Resolution	Time (mins)	Cost
1	06/05/15	Tenant texted me to let me know garbage hauler did not pick up trash. Recycle did get picked up.	Called garbage hauler. The trash can was not out in time, needs to be out by 6 AM. They will pick up an extra 9 bags the following week.	5	\$0.00
2	06/07/15	Tenant texted me to let me know A/C was not getting cold enough.	Called tenant. A/C seems to be coming out of some vents, not others. I will check A/C filter and see if dual zone vent dampers are set properly.	5	\$0.00
3	06/08/15	Tenant texted me to let me know stove was not working properly. Later texted me that all was OK	Set up appointment, but never had to go.	5	\$0.00
4	06/08/15	A/C issue from 6/8	Changed furnace filter. Cleaned fins on evaporator coils. A/C works good, but zone control not working. Need additional trouble shooting. Bad zone motor?	60	\$0.00
5	06/14/15	Tenant texted about garage door opener not working.	Talked tenant through the issue. There is a vacation switch, and a GFI outlet in the upstairs bathroom that could be the issue. It was the GFI tripped.	5	\$0.00
6	06/16/15	Tenant texted about which circuit breakers were for washer and dryers	I texted back to try the large double breaker, or try each one. Tenant texted back that all was well and they figured it out.	5	\$0.00
7	06/22/15	Tenant texted me about A/C not working.	Troubleshooted AC. Replaced capacitor, thermostat and circuit board.	60	\$75.00
8	06/24/15	Tenant texted me about A/C not working.	Reset outside circuit breaker that I had to trip previously when working on a different AC. Whoops...	5	\$0.00
		Total 'emergency' repairs for June 2015		150	\$75.00

Seq	Date	Problem	Resolution	Time (mins)	Cost
1	07/05/15	Tenant texted me about A/C not working.	Not issue. Tenant had dishwasher running with heat option. Explained to her that it should be air dry to save energy.	45	\$0.00
2	07/06/15	Tenant texted me about what internet company to use. Comcast said they could not install there wires.	I texted previous tenants of that apartment. They used Century Link.	5	\$0.00
3	07/07/15	Common area carpet needs cleaning.	Scheduled cleaners.	10	\$375.00
4	07/09/15	Tenant texted me about A/C not working.	Ordered new 12K BTU through the wall A/C and replaced. Old one was 10K BTU. Compressor motor appeared bad.	60	\$470.28
5	07/25/15	Tenant texted me about A/C not working.	Replaced fuse on circuit board.	60	\$5.00
6	07/31/15	Tenant texted me about closet shelf screw being loose and screen needing replacement duee to bent screen frame.	Will schedule a fix when I collect rent from him. It needs a longer screw, and perhaps a few toothpicks to fill the existing screw hole.	5	\$0.00
		Total 'emergency' repairs for July 2015		185	\$850.28

Seq	Date	Problem	Resolution	Time (mins)	Cost
1	08/01/15	Found note in the rent box that window blinds not working.	Blinds were too tight. I took them down and loosened the pull cord with a screwdriver. Replaced and all is fine.		
2	08/01/15	Tenant texted me that bathroom exhaust fan does not appear to be working	Removed and replaced the fan. I upgraded to a more powerfull fan that is more quiet	10	\$30.00
3	08/06/15	Tenant texted me about A/C not working. Fuse blown.	Replaced transformer and fuse. It takes a 24V transformer. Old transformer was putting out 30.1V, new one is ~28.5, which is normal.	15	\$15.00
4	08/15/15	Tenant called me about A/C not working.	I did some troubleshooting and found it was the furnace blower fan. I had an extra one and replaced it.	60	\$0.00
5	08/15/15	Tenant texted me that dishwasher would not cycle.	Removed and replaced dishwasher	60	\$300.00
6	08/25/15	Tenant remindment me about bent screen frame.			
7	08/26/15	Tenant texted me about common area dryer not working. Another tenant texted me about it too.	Diagnosed it was a computer board. The Dryer is 4 years old, so parts are under warranty. Swapped board out at BDS Laundry and installed. Saved ~\$250!	60	\$0.00
		Total 'emergency' repairs for August 2015		205	\$345.00

Seq	Date	Problem	Resolution	Time (mins)	Cost
1	09/12/15	tenant texted me about a wasp nest outside window	Sprayed delta dust in hornets nest hole and wiped them out.	60	\$5.00
2	09/20/15	Tenant texted me about loose towel bar and toilet handle sticking.	Will replace toilet handle, entire toilet guts, and fix/tighten towel bar.	60	\$25.00
3	09/20/15	Tenant texted me about a wasp nest	Could not locate a nest, just random wasps flying		
4	09/28/15	Tenant texted me about key would not work in lock anymore.	Went over and tried other keys to no avail. It was a Schlage that had changeable keys that failed. Drilled out lock and replaced both deadbolt and handet lock on garage service door. Gave tenant new keys.	30	\$45.00
		Total 'emergency' repairs for September 2015		150	\$75.00

Seq	Date	Problem	Resolution	Time (mins)	Cost
1	10/05/15	Tenant texted me about a washer that did not appear to be working correctly.	Went over and looked at washer. It 'sort of' worked, but not really. Diagnostics looked OK, but had an error code. I replaced the washer and will fix the old one. Luckily, I had a new spare... Parts to fix washer were ~\$85	120	\$85.00
2	10/06/15	Tenant texted me about a mini-blind that broke.	Replaced the mini-blind	10	\$10.00
3	10/18/15	Tenant texted me about thermostat not working	Replaced batteries	30	\$2.00
3	10/18/15	Tenant texted me about Washer not working	Commercial washing machine needed a motor control board.	120	\$305.00
4	10/24/15	Neighbor tenant that has moved out accidentally put garbage barrels in wrong garage	Moved barrells outside for tenant to pit in their own garage.	30	\$0.00
5	10/25/15	Tenant texted me about hood fan not working	Reset GFI breaker	30	\$0.00
6	10/26/15	Tenant texted me to let me know electricity seemed to be turning off on 1/2 of the residence	Reset main breaker. It may need to be replaced.	30	\$0.00
7	10/28/15	Tenant texted me about CO detector going off	First time turning on furnace. Maybe there is dust or ???. If it happens again, will clean burners.	5	\$0.00
		Total 'emergency' repairs for October 2015		375	\$402.00

Seq	Date	Problem	Resolution	Time (mins)	Cost
1	11/07/15	Tenant texted me that furnace blower fan not acting right	Changed out furnace blower fan	60	\$130.00
2	11/10/15	Tenant texted me about CO detector going off.	Second time. Cleaned burners which seemed to fix it. Decided to replace the furnace at some point soon.	60	\$0.00
3	11/15/15	Tenant texted me about porch rail coming off.	Fixed porch rail. Looks like someone hit it pretty hard, possibly intentionally...	60	\$0.00
4	11/24/15	Tenant texted me about change machine ate a dollar bill.	Removed bill and cleaned machine rollers	30	\$0.00
5	11/24/15	Tenant texted me about water heater not working, no hot water	Coached the tenant through the water heater re-lighting process. Water heater was lit and working.	5	\$0.00
6	11/24/15	Tenant texted me about water leaking from garage ceiling.	Water was from water heater pan. The kitchen drain line was clogged, and water was coming up from the drain line into the water heater drain line. I augured out the drain line and all appears well.	60	\$0.00
		Total 'emergency' repairs for November 2015		275	\$130.00

Seq	Date	Problem	Resolution	Time (mins)	Cost
		Total 'emergency' repairs for December 2015		0	\$0.00