



# KNOW YOUR HOMEBOOK

A Calm Homeowner's Guide & Maintenance Binder

Turn your house into a well-documented asset, one page at  
a time.



MoosePack Home



# HOME SNAPSHOT

Big-picture details about your home at a glance.



We created this page so you don't feel lost in your own house. This is your big-picture snapshot—what you bought, when it was built, and how it's set up. Don't stress about filling in every blank on day one. Just start with what you know.

## PROPERTY INFORMATION

Property Address: .....

City/State/ZIP: .....

## HOME DETAILS

Year Built: .....

Home Type: .....

Foundation Type: .....

Number of Stories: .....

Bedrooms: .....

Bathrooms: .....

Garage Type: .....

Garage Size: .....

Lot Size: .....

Square Footage: .....

## NOTES



"Every blank you fill here makes future paperwork so much easier."

MoosePack Home

Know Your Homebook • Page 2



# ROOF DETAILS

What's over your head, how old it is, and how it's holding up.



Your roof is one of the most important parts of your home. You don't have to know how to repair it—you just need to know what kind you have, how old it is, and when it was last checked. Fill out what you know now, and update this page after inspections or storms.

## BASIC ROOF INFORMATION

Roof Type: .....

Roof Color: .....

Year Installed: .....

Approx. Age: .....

Roof Style: .....

Attic Access: .....

## INSPECTIONS & CONDITION

Last Inspection: .....

Inspector/Company: .....



Reason: .....

Problem Areas: .....

Ever Had a Leak?  Yes  No

If yes, where/when: .....

## ROOF WARRANTY

Warranty?  Yes  No  Not sure

Warranty Type: .....

Company: .....

Start Date: .....

End Date: .....

Paperwork Location:



"We protect the house that protects us. A quick roof and gutter check now can save us from a big bill later."



**Quick Tip:** If you don't know your roof's age, ask a roofer for a simple inspection and written report. Keep their photos and notes in your Know Your Homebook • Page 3 binder.



# SIDING & EXTERIOR WALLS

The outer shell of your home and where it needs attention.



Your siding protects your home from weather, pests, and the elements. Knowing what type you have and its current condition helps you plan for maintenance and catch problems early.

## SIDING INFORMATION

Siding Type:

.....

Siding Color:

.....

Year Installed:

.....

Brand (if known):

.....

## CONDITION ASSESSMENT

Overall Condition:

Good     Fair     Needs Attention



Areas Needing Attention:

.....

Last Cleaned/Power Washed:

.....

## OTHER EXTERIOR MATERIALS

Trim Material:

.....

Trim Condition:

.....

Soffit Material:

.....

Fascia Material:

.....

## NOTES



**Quick Tip:** Walk around your home once a year and look for cracks, gaps, peeling paint, or signs of rot. Catching small issues early saves money.

Know Your Homebook • Page 4



# DRIVEWAY & WALKWAYS

How you arrive at your home—and how safe and sound the paths are.



Your driveway and walkways are the first things guests see and use daily. Knowing their material and condition helps you plan for sealing, repairs, or eventual replacement.

## DRIVEWAY DETAILS

Driveway Material: .....

Approximate Age: .....

Condition: .....

Last Sealed: .....

Any Cracks/Settlement?  Yes  No

If yes, where: .....

## WALKWAYS & PATHS

Front Walk Material: .....

Condition: .....

Side/Back Paths: .....

Patio Material: .....

## NOTES



"Cracks in concrete or asphalt are normal—but catching them early keeps them from becoming bigger problems."



### Quick Tip: Pack Home

Asphalt driveways should be sealed every 2-3 years. Concrete can go longer, but sealing helps prevent stains and weathering.

Know Your Homebook, Page 5



# GUTTERS & DRAINAGE

Where the water goes when it rains—and whether it's going the right way.



Good drainage keeps water away from your foundation and prevents expensive repairs. Know where your gutters are, when they were last cleaned, and if you have any special drainage systems.

## GUTTER INFORMATION

Gutter Material: .....

Gutter Style: .....

Last Cleaning Date: .....

Cleaning Service: .....

Gutter Guards Installed?  Yes  No

## DOWNSPOUTS & EXTENSIONS

Downspout Locations: .....

Extensions Installed?  Yes  No

Underground Drains?  Yes  No  Unknown

## DRAINAGE CONCERNs

French Drains Installed?  Yes  No

Known Problem Areas: .....

Water Pooling Near Foundation?  Yes  No



"Water should always flow away from your house. If it's pooling near your foundation, that's a sign to investigate."



### Quick Tip:

Clear gutters at least twice a year—once in late spring and once in late fall after leaves have dropped.

Know Your Homebook • Page 6



# WATER HEATER DETAILS

How your home gets hot water and how to keep it happy.

---



Your water heater works hard every day. Knowing its age, type, and maintenance schedule helps you avoid cold showers and catch problems before they become emergencies.

## WATER HEATER INFORMATION

---

Type:

.....

Fuel Source:

.....

Brand:

.....

Model:

.....

Capacity (gallons):

.....

Year Installed:

.....

Serial Number:

.....

Location:

.....

## SERVICE & MAINTENANCE

---

Last Serviced:

.....

Service Company:

.....

Last Drained/Flushed:

.....

Anode Rod Checked:

.....

## WARRANTY INFORMATION

---

Warranty Start:

.....

Warranty End:

.....

Coverage Type:

.....

Warranty Contact:

.....





### Quick Tip

Tank water heaters typically last 10-15 years. Drain a few gallons annually to remove sediment buildup.

Know Your Homebook • Page 7



# FURNACE & HEATING SYSTEM

How your home stays warm and when it was last cared for.



Your heating system keeps you comfortable through cold months. Knowing what you have, how old it is, and when it was last serviced helps you stay warm and avoid emergency repairs.

## HEATING SYSTEM DETAILS

System Type:

.....

Fuel Source:

.....

Brand:

.....

Model:

.....

Year Installed:

.....

BTU Rating:

.....

Location:

.....

Serial Number:

.....

## FILTER & SERVICE

Filter Size:

.....

Filter Type:

.....

Last Filter Change:

.....

Last Service Date:

.....

Service Company:

.....

Service Phone:

.....

## WARRANTY INFORMATION

Warranty Expires:

.....

Coverage Type:

.....





### Quick Tip: MoosePac Home

Change your filter every 1-3 months depending on type. Schedule furnace service in early fall before the cold hits.

Know Your Homebook • Page 8



# AIR CONDITIONING & COOLING

How your home stays cool and how often you're changing filters.



Your cooling system works hardest in summer. Knowing what type you have and keeping up with maintenance helps it run efficiently and last longer.

## COOLING SYSTEM DETAILS

System Type:

.....

Brand:

.....

Model:

.....

Year Installed:

.....

Tonnage/BTU:

.....

SEER Rating:

.....

Refrigerant Type:

.....

Serial Number:

.....

## COMPONENT LOCATIONS

Outdoor Unit:

.....

Indoor Unit:

.....

Filter Location:

.....

Filter Size:

.....

## SERVICE & MAINTENANCE

Last Service Date:

.....

Service Company:

.....

Warranty Expires:

.....

Service Notes:

.....





### Quick Tip: Moose Park Home

Schedule AC service in spring before summer heat. Keep 2 feet of clearance around your outdoor unit and clean debris regularly.

Know Your Homebook Page 9

# ELECTRICAL SYSTEM & PANELS

Where your power comes from, how it's labeled, and how to reset a breaker safely.



You don't need to be an electrician to know your home's electrical basics. Knowing where your panel is, how it's labeled, and how to safely reset a breaker gives you confidence during outages and emergencies.

## MAIN ELECTRICAL PANEL

Panel Location:

.....

Panel Brand:

.....

Main Breaker Amps:

.....

Service Voltage:

.....

Panel Labeled?

Yes    No    Partially

## SUB-PANELS (IF ANY)



Sub-Panel 1 Location:

.....

Purpose:

.....

Sub-Panel 2 Location:

.....

Purpose:

.....

## SERVICE INFORMATION

Last Inspection:

.....

Inspector/Company:

.....

Known Issues:

.....

Generator Hookup?

.....



**How to Reset a Breaker:** 1) Find the tripped breaker (it will be in the middle position). 2) Push it fully to OFF. 3) Then push it firmly to ON.  
MoosePack Home  
If it trips again immediately, call an electrician.

Know Your Homebook • Page 10



# GFCI OUTLETS & WET AREAS

Shock protection in kitchens, bathrooms, and other wet spaces.



GFCI outlets protect you from electrical shock in areas where water and electricity might meet. They have TEST and RESET buttons on the front. Knowing where yours are—and testing them regularly—is a simple safety habit.

## GFCI OUTLET LOCATIONS

- Kitchen (near sink)
- Master Bathroom
- Bathroom 2
- Bathroom 3
- Garage
- Outdoor Outlets
- Laundry Room
- Basement/Unfinished Areas



## TESTING LOG

Last Tested:

All Working?

Yes     No

Issues Found:

## NOTES



**How to Test a GFCI:** 1) Press the TEST button—the outlet should click and cut power. 2) Press RESET to restore power. If it doesn't trip or won't reset, the outlet may need replacing.



"Test your GFCIs monthly. It takes 30 seconds and could prevent a serious shock."

MoosePack Home

Know Your Homebook • Page 11



# PLUMBING SYSTEM OVERVIEW

Where the water comes in, where it goes out, and what your pipes are made of.



Your plumbing system is mostly hidden behind walls, but knowing its basics—especially your main shutoff—can save you thousands in an emergency. You don't need to fix pipes yourself, just know what you have.

## WATER SUPPLY

Main Shutoff Location: .....

Shutoff Type: .....

Water Meter Location: .....

Water Source: .....

Supply Pipe Material: .....

Water Pressure (psi): .....



## DRAIN & WASTE SYSTEM

Drain Pipe Material: .....

Main Cleanout Location: .....

## WATER TREATMENT

Water Softener?  Yes  No

Whole House Filter?  Yes  No

Last Filter Changed: .....

## KNOWN ISSUES



### Critical! MoosePack Home

Make sure everyone in your household knows where the main water shutoff is. In a pipe burst, every second counts.

Know Your Homebook • Page 12



# BASEMENT, SLAB & PUMP SYSTEMS

Special notes for basements, slab homes, and any ejector or sump systems.



If you have a basement or below-grade living space, you may have pumps that protect against flooding. If you're on a slab, you'll want to note any special considerations. Either way, knowing what you have keeps you prepared.

## FOUNDATION INFORMATION

Foundation Type:  Basement  Crawlspace  Slab

Basement Finished?  Yes  Partially  No

## SUMP PUMP

Sump Pump?  Yes  No

Location: \_\_\_\_\_

Brand/Model: \_\_\_\_\_

Battery Backup?  Yes  No

Last Tested: \_\_\_\_\_

Discharge Location: \_\_\_\_\_

## EJECTOR PUMP (IF APPLICABLE)

Ejector Pump?  Yes  No

Location: \_\_\_\_\_

Serves: \_\_\_\_\_

Last Serviced: \_\_\_\_\_

## MOISTURE HISTORY

History of Water Issues?  Yes  No

Details: \_\_\_\_\_



Quick Tip: [MousePeak Home](#)

Test your sump pump by pouring water into the pit until the float triggers. If it doesn't run, call a plumber before the next storm.

Know Your Homebook, Page 13



# FIREPLACES & CHIMNEYS

What type of fireplaces you have and when they were last cleaned.



Whether you have a cozy wood-burning fireplace or a convenient gas insert, knowing when it was last inspected and cleaned keeps your home safe. Chimney fires are preventable with regular maintenance.

## FIREPLACE INFORMATION

Number of Fireplaces: .....

Primary Type: .....

Location(s): .....

Gas Line Shutoff: .....

## CHIMNEY INFORMATION

Chimney Type: .....

Chimney Cap?  Yes  No

Spark Arrestor?  Yes  No

Damper Working?  Yes  No

## SERVICE HISTORY

Last Inspection: .....

Inspector/Company: .....

Last Cleaning: .....

Cleaning Company: .....

## NOTES



**Quick Tip:** Wood-burning fireplaces should be inspected annually and cleaned as needed. Gas fireplaces need yearly inspection too—even though they burn cleaner.

Know Your Homebook • Page 14

# SEPTIC TANK OR SEWER CONNECTION

How your home disposes of waste and when it was last serviced.



Knowing whether you're on septic or municipal sewer—and when your system was last serviced—prevents unpleasant surprises. Septic systems need regular pumping; sewer connections have their own considerations.

## CONNECTION TYPE

System Type:  Septic Tank  Municipal Sewer  Other

## SEPTIC SYSTEM DETAILS (IF APPLICABLE)

Tank Size (gallons): .....

Tank Location: .....

Year Installed: .....



Drainfield Location: .....

Last Pumped: .....

Pumping Company: .....

Company Phone: .....

Last Inspection: .....

## KNOWN ISSUES



"Septic systems typically need pumping every 3-5 years, depending on household size. Don't wait for problems to appear."



### Quick Tip: Move Back Home

Never drive or park heavy equipment over your septic tank or drainfield. Know where your cleanout access is for emergencies.

Know Your Homebook, Page 15



# FLOORING MAP BY ROOM

What's under your feet, where it is, and when it was installed.



Knowing your flooring types helps when you need repairs, replacements, or just the right cleaning products. Fill in what you know—brand names and styles are helpful for matching later.

## ROOM-BY-ROOM FLOORING

ROOM	FLOORING TYPE	BRAND/STYLE	YEAR	NOTES
Living Room				
Kitchen				
Dining Room				
Master Bedroom				
Bedroom 2				
Bedroom 3				
Bedroom 4				
Master Bath				
Bathroom 2				
Bathroom 3				
Hallway				
Entryway				
Laundry				
Basement				
Garage				



**Quick Tip:** Keep a spare box of matching tile or a few planks of hardwood for future repairs. Note the brand and style name now so you can find it later.

Know Your Homebook • Page 16



# PAINT COLORS, TRIM & CEILINGS

The exact colors that make your home feel like you.



Nothing's worse than trying to match a paint color years later without the name. Record your colors here—including brand and color code—so touch-ups are easy.

## ROOM-BY-ROOM PAINT COLORS

ROOM	WALL COLOR	BRAND/CODE	TRIM	CEILING	YEAR
Living Room					
Kitchen					
Dining Room					
Master Bedroom					
Bedroom 2					
Bedroom 3					
Bedroom 4					
Master Bath					
Bathroom 2					
Hallway					
Entryway					

## EXTERIOR PAINT

Body Color:

Brand/Code:

Trim Color:

Brand/Code:

Door/Accent:

Year Painted:



### Quick Tip: Save leftover paint in labeled jars for touch-ups. Write the room name, color code, and date directly on the lid.

Know Your Home book • Page 17



# SMOKE & CARBON MONOXIDE DETECTORS

Where they are, how they're powered, and when they were last tested.



These devices save lives. Knowing where each one is located, when it expires, and when you last tested it helps keep your family safe. Test them monthly and replace them every 10 years (or per manufacturer guidelines).

## DETECTOR LOCATIONS

### SMOKE DETECTORS

- Master Bedroom
- Bedroom 2
- Bedroom 3
- Hallway (upstairs)
- Hallway (main)
- Kitchen
- Living Room
- Basement

### CO DETECTORS

- Near Bedrooms
- Near Furnace
- Near Garage Entry
- Basement
- Each Floor
- \_\_\_\_\_

## DETECTOR DETAILS

Power Type:  Battery  Hardwired  Both

Interconnected?  Yes  No

Battery Type: .....

Last Battery Change: .....

Last Test Date: .....

Expiration Date: .....



"Test detectors monthly by pressing the test button. Replace batteries annually—many people do it when daylight saving time changes."



#### Important Home

Smoke detectors expire after 10 years. Check the manufacture date on the back. CO detectors typically expire after 5-7 years.

Know Your Homebook, Page 18



# SHUTOFFS & UTILITY PROVIDERS

How to turn things off in an emergency—and who keeps them on.



In an emergency, knowing exactly where to shut off water, gas, or electricity can prevent major damage. Make sure everyone in your household knows these locations.

## EMERGENCY SHUTOFF LOCATIONS

Main Water Shutoff: .....

Gas Shutoff (if applicable): .....

Main Electrical Breaker: .....

Outdoor Water Shutoff: .....

## UTILITY PROVIDERS

UTILITY	COMPANY	ACCOUNT #	PHONE
Electric	.....	.....	.....
Gas	.....	.....	.....
Water	.....	.....	.....
Sewer/Septic	.....	.....	.....
Trash	.....	.....	.....
Internet	.....	.....	.....
Cable/TV	.....	.....	.....
Security	.....	.....	.....



**Gas Shutoff Safety:** Use a wrench to turn the valve 90 degrees so the handle is perpendicular to the pipe. Once off, call the gas company to turn it back on—don't do it yourself.

Know Your Homebook • Page 19



# EMERGENCY CONTACTS

Important numbers you don't want to be searching for in a crisis.



When an emergency happens, you need key numbers at your fingertips. Fill this out now—while things are calm—so you're prepared when they're not.

## EMERGENCY SERVICES

Emergency (Fire/Police/EMS): 911

Poison Control: 1-800-222-1222

Non-Emergency Police:

Local Fire Dept:

## FAMILY & NEIGHBORS

Family Contact 1:

Phone:

Family Contact 2:

Phone:

Trusted Neighbor:

Phone:

## MEDICAL & PROFESSIONAL

Primary Doctor:

Phone:

Insurance Agent:

Phone:

Veterinarian:

Phone:

Pharmacy:

"Keep a copy of this page on the fridge or inside a kitchen cabinet where everyone can find it."



Know Your Homebook • Page 20



# EMERGENCY PROTOCOLS & SUPPLIES

What to do, where to go, and what you already have on hand.



Having a plan before an emergency makes all the difference. Take 10 minutes to fill this out with your family so everyone knows what to do and where to go.

## FIRE ESCAPE PLAN

Primary Exit Route: .....

Secondary Exit Route: .....

Meeting Point (outside): .....

## EMERGENCY KIT LOCATION & SUPPLIES

Emergency Kit Location: .....

### BASIC SUPPLIES

- Flashlights & batteries
- First aid kit
- Bottled water (3-day supply)
- Non-perishable food
- Manual can opener
- Battery/crank radio

### IMPORTANT ITEMS

- Medications (7-day supply)
- Phone charger/power bank
- Cash (small bills)
- Important documents
- Pet supplies (if needed)
- Blankets

## IMPORTANT DOCUMENTS LOCATION

Safe/Fireproof Box Location: .....

Digital Backup Location: .....



 "Practice your fire escape plan with your family twice a year. It's not being paranoid—it's being prepared."

MoosePack Home

Know Your Homebook • Page 21



# WHY HOME MAINTENANCE MATTERS

Small, regular care to protect a big investment.



Your home is likely the biggest investment you'll ever make. Regular maintenance isn't just about fixing problems—it's about preventing them. A few hours each season can save you thousands in repairs and preserve your home's value.

## BENEFITS OF REGULAR MAINTENANCE

- Prevent costly repairs:** A \$20 furnace filter today prevents a \$500 repair tomorrow.
- Extend equipment life:** Well-maintained systems last years longer.
- Maintain home value:** Buyers notice deferred maintenance—and discount accordingly.
- Improve efficiency:** Clean systems run better and cost less to operate.
- Ensure safety:** Working detectors, secure railings, and proper drainage keep your family safe.
- Reduce stress:** Knowing your home is in good shape gives you peace of mind.

## THE COST OF NEGLECT

Skipped gutter cleaning	→	Foundation damage: \$5,000+
Ignored HVAC service	→	Full replacement: \$7,000+
Unflushed water heater	→	Early failure: \$1,500+
Unnoticed roof leak	→	Mold remediation: \$3,000+

## THE RIGHT MINDSET

- 1 Don't wait for problems** — Prevention is cheaper than repair.
- 2 Small steps count** — You don't have to do everything at once.
- 3 Track what you do** — Use this binder to log maintenance tasks.
- Know when to call a pro** — Some things are worth paying for.

"We don't have to do everything at once. A little maintenance each season keeps big problems away."

 MoosePack Home

Know Your Homebook • Page 22



# HOME MAINTENANCE CHECKLIST

Monthly, seasonal, and yearly tasks in one place.



Small, regular care protects a big investment. Use this checklist to stay on top of routine maintenance. Check off tasks as you complete them, and feel good knowing you're taking care of your home.

## MONTHLY

- Test smoke & CO detectors
- Check HVAC filter
- Run water in unused drains
- Check for leaks under sinks

## SPRING

- Service AC unit
- Clean gutters
- Check exterior for winter damage
- Test irrigation system

## SUMMER

- Check attic ventilation
- Inspect deck/patio
- Trim trees away from house
- Check window screens

## FALL

- Service furnace
- Clean gutters
- Seal gaps and cracks
- Drain outdoor faucets

## WINTER

- Check insulation
- Test sump pump
- Inspect fireplace/chimney
- Check for ice dams

## ANNUAL

---

- Water heater flush
- Dryer vent cleaning
- Roof inspection
- Foundation check



*"We don't have to do everything at once. A little maintenance each season keeps big problems away."*



### Pro Tip: [Moosaback Home](#)

Set calendar reminders for seasonal tasks. Spring and fall are the busiest maintenance seasons—schedule your HVAC service early!

Know Your Homebook, Page 23



# MAINTENANCE LOG

What was done, when, by who, and what it cost.



Keep a running log of all maintenance and repairs. This history is valuable for your own reference, for warranty claims, and for future buyers of your home.



**Pro Tip:** Keep receipts and invoices in a folder behind this page. They're proof of maintenance for warranty claims and add value when selling.



# CORE TRADES & SERVICE DIRECTORY

Your go-to plumbers, electricians, HVAC techs, roofers, and more.



Build your team of trusted professionals now—before you need them urgently. Ask neighbors for recommendations and note who you've used and liked.

TRADE	COMPANY	CONTACT	PHONE	NOTES
Plumber				
Electrician				
HVAC Tech				
Roofer				
Handyman				
Pest Control				
Landscaper				
Garage Door				
Appliance Repair				
Locksmith				
Window/Glass				
Carpet Cleaner				
Chimney Sweep				
Gutter Service				



**Quick Tip:** Get recommendations from neighbors and local community groups. A good tradesperson is worth their weight in gold—and worth noting here. Know Your Homebook® Page 25

# PREFERRED PROVIDERS & VENDORS

Other trusted service providers for your home.



Beyond the core trades, you'll use other providers over time. Record them here as you find good ones.

## HOUSE CLEANING

Company: .....

Phone: .....

## POOL SERVICE

Company: .....

Phone: .....

## SNOW REMOVAL

Company: .....

Phone: .....

## TREE SERVICE

Company: .....

Phone: .....

## PAINTER

Company: .....

Phone: .....

## SECURITY/ALARM

Company: .....

Phone: .....

## WINDOW CLEANING

Company: .....

Phone: .....

 MoosePack Home

## OTHER

Service: .....

Phone: .....

Know Your Homebook • Page 26



# HOMEOWNERS INSURANCE

Your coverage details and how to file a claim.



Know your coverage before you need it. Having these details handy makes filing a claim faster and less stressful when disaster strikes.

## POLICY DETAILS

Insurance Company: .....

Policy Number: .....

Policy Type: .....

Effective Date: .....

Renewal Date: .....

Annual Premium: .....

## COVERAGE AMOUNTS

Dwelling Coverage: .....

Personal Property: .....

Liability: .....

Medical Payments: .....

Deductible: .....

Wind/Hail Deductible: .....

## AGENT & CLAIMS INFORMATION

Agent Name: .....

Agent Phone: .....

Agent Email: .....

Claims Phone (24hr): .....

## ADDITIONAL COVERAGE/RIDERS

Flood Insurance?

Yes  No

Earthquake Insurance?

Yes  No

Other Riders:



**Quick Tip:** MoosePack Home

Document your belongings with photos or video annually. Store copies in the cloud—they'll be invaluable for claims.

Know Your Homebook, Page 27



# WHAT TO DO IF YOU SEE A WATER SPOT ON THE CEILING

How to respond calmly and quickly.

Seeing a water spot on your ceiling can be scary, but it doesn't automatically mean disaster. This page walks you through what it might mean, what to do first, and who to call. Take it step by step—you're not expected to fix it yourself, just to respond calmly and protect your home.

## WHAT THIS MIGHT MEAN

- A roof leak (missing shingles, damaged flashing, worn materials)
- A plumbing leak from above (bathroom, kitchen, or supply lines)
- HVAC condensation issue (AC unit or ductwork)
- Old leak showing through (previously repaired, just now visible)

## STEP-BY-STEP RESPONSE

- 1 Check if it's active — Is the spot damp or dry? Touch it carefully.
- 2 Look at what's directly above — Is there a bathroom, kitchen, or HVAC unit?
- 3 Contain any active water — Place a bucket or towels underneath.
- 4 Turn off water if you suspect plumbing — Use the shutoff valve if needed.
- 5 Take photos and notes — Document the size, location, and date for your records.

## WHO TO CALL

Under bathroom or kitchen	→	Plumber
Under roofline or after a storm	→	Roofer
Near HVAC unit or vents	→	HVAC Technician

## AFTER THE PRO VISIT

What was the cause? .....

What was repaired? .....

Any follow-up needed? .....

Insurance claim filed?  Yes  No  N/A

Date of repair: .....

Cost: .....

 "A water spot isn't an emergency—but it is a sign to investigate. Stay calm, document everything, and call the right pro." Know Your Homebook • Page 28

 MoosePack Home

# WHAT TO DO IF THE POWER GOES OUT

Stay calm, stay safe, and know when it's coming back.



Power outages happen. Whether it's a storm, grid issue, or something in your home, knowing what to check and who to call gets you through it faster and safer.

## WHAT THIS MIGHT MEAN

- Neighborhood or grid-wide outage (check if neighbors have power)
- Tripped breaker in your panel
- Blown fuse (in older homes)
- Problem with your service connection

## STEP-BY-STEP RESPONSE

- 1 **Check if it's just your home** — Look outside. Do neighbors have lights? Are streetlights on?
- 2 **Check your breaker panel** — Look for a tripped breaker (middle position) and reset it.
- 3 **Unplug sensitive electronics** — Protect computers and TVs from power surges when it returns.
- 4 **Report the outage** — Call your electric company or use their app.
- 5 **Avoid opening fridge/freezer** — They'll stay cold for hours if kept closed.

## WHO TO CALL

Widespread outage	→	Electric Company
Just your home + breaker won't stay	→	Electrician
Smell burning or see sparks	→	911, then Electrician

## NOTES

Electric Company Phone:	.....
Outage Website/App:	.....



### Be Prepared: MooseRock Home

Keep flashlights, batteries, and a battery-powered radio accessible. Charge phones when storms are forecast.

Know Your Homebook • Page 29



# WHAT TO DO IF YOUR HVAC STOPS WORKING

Stay comfortable and avoid unnecessary service calls.



Before you call for service, there are a few things to check. Many HVAC issues have simple causes that you can troubleshoot yourself—and save a service call fee.

## WHAT TO CHECK FIRST

- 1 Check the thermostat — Is it on? Set correctly? Has fresh batteries?
- 2 Check the breaker — HVAC systems have dedicated breakers that can trip.
- 3 Check the filter — A clogged filter can cause the system to shut down.
- 4 Check the condensate drain — A clogged drain can trigger a safety shutoff.
- 5 Check outdoor unit — Is it blocked by debris, ice, or overgrown plants?

## HEATING ISSUES

- Gas furnace: Check if pilot light is on or igniter is working
- Make sure gas valve is open
- Check for error codes on furnace display

## COOLING ISSUES

- Give the system 3-5 minutes between switching modes
- Check if ice has formed on the coils (turn off, let thaw)
- Ensure outdoor fan is spinning when AC is running

## WHEN TO CALL A PRO

Unusual sounds (grinding, banging)	→	HVAC Tech
Burning smell	→	Turn off, call HVAC Tech
Refrigerant leak suspected	→	HVAC Tech

## YOUR HVAC SERVICE COMPANY



Company: .....

Phone:

 MoosePack Home

Know Your Homebook • Page 30



# WHAT TO DO IF YOUR WATER HEATER LEAKS

Act fast to prevent water damage.



A leaking water heater needs immediate attention. Some leaks are minor and fixable; others mean the tank has failed. Either way, knowing what to do protects your home from serious water damage.

## IMMEDIATE STEPS

- 1 Turn off the power — Electric: flip the breaker. Gas: turn the gas valve to "off."
- 2 Turn off the water supply — Use the cold water valve above the heater, or the main shutoff.
- 3 Contain the water — Use towels, buckets, or a wet-vac to prevent spreading.
- 4 Identify the source — Is it from the tank, connections, or the pressure relief valve?
- 5 Take photos — Document the leak for insurance or warranty purposes.

## WHAT THE LEAK MIGHT MEAN

Leak at connections/fittings	→	May just need tightening
Leak at pressure relief valve	→	Valve may need replacement
Leak from bottom of tank	→	Tank failure—needs replacement
Condensation (not a leak)	→	Normal, especially on new units

## WHO TO CALL

Plumber: \_\_\_\_\_

Phone: \_\_\_\_\_



### Pro Tip: MoosePac Home

If your water heater is over 10 years old and leaking from the tank, replacement is usually better than repair.

Know Your Homebook • Page 31



# WHAT TO DO IF YOUR TOILET OVERFLOWS

Stop the flow, clean up safely, and prevent it from happening again.



An overflowing toilet is stressful, but acting quickly can minimize damage. Most overflows are caused by clogs and can be resolved with a plunger—no plumber needed.

## STOP THE OVERFLOW IMMEDIATELY

- 1 Remove the tank lid — Set it safely aside.
- 2 Push down the flapper — This stops water from entering the bowl.
- 3 Turn off the water supply — The shutoff valve is usually behind/beside the toilet base.
- 4 Don't flush again — Wait until the clog is cleared.

## CLEAR THE CLOG

- 1 Use a plunger — Use a flange plunger (the kind with a flap). Create a seal and plunge firmly.
- 2 Try hot water + dish soap — Pour in and wait 10 minutes if plunging doesn't work.
- 3 Use a toilet auger — For stubborn clogs, a snake tool can break through.

## CLEAN UP SAFELY

- Wear rubber gloves
- Mop up water immediately to prevent floor damage
- Disinfect the floor and surrounding area
- Wash hands thoroughly when done

## WHEN TO CALL A PLUMBER

Clog won't clear after multiple attempts	→	Plumber
Multiple drains backing up	→	Plumber (main line issue)
Toilet keeps running after fix	→	Plumber or DIY parts



### Prevent More Back Home

Only flush toilet paper and waste. "Flushable" wipes aren't really flushable—they cause most clogs.

Know Your Homebook • Page 32



# WHAT TO DO IF A PIPE BURSTS

Every second counts—act fast to minimize damage.



A burst pipe is one of the most urgent home emergencies. Water damage happens fast. Knowing exactly what to do in the first few minutes can save thousands in repairs.

## IMMEDIATE ACTIONS (DO THESE NOW)

- 1 **SHUT OFF THE MAIN WATER** — Every second counts. Go directly to the main shutoff.
- 2 **Turn off electricity** — If water is near outlets or the panel, shut off power at the main breaker.
- 3 **Call a plumber** — Emergency plumbers are available 24/7.
- 4 **Open faucets** — Drain remaining water from the pipes.
- 5 **Start removing water** — Use towels, mops, wet-vac, or buckets.

## PROTECT YOUR HOME

- Move furniture and valuables away from water
- Lift items off the floor if possible
- Take photos/video for insurance before cleanup
- Set up fans to start drying once water is contained

### YOUR MAIN WATER SHUTOFF

Location: \_\_\_\_\_

Valve Type: \_\_\_\_\_

## WHO TO CALL

Emergency Plumber: \_\_\_\_\_

Insurance Company: \_\_\_\_\_



### Prevent Frozen Pipes Home

In freezing weather, let faucets drip slightly and open cabinet doors under sinks to prevent frozen pipes.

Know Your Homebook • Page 33



# WHAT TO DO IF YOUR GARAGE DOOR WON'T OPEN

Troubleshoot before you call for service.

A stuck garage door is frustrating—especially when you're late for work. Before calling a technician, check these common causes. Many problems have simple solutions.

## QUICK CHECKS

- 1 Check the remote batteries — Dead batteries are the #1 cause.
- 2 Check the wall button — Does the door work from the wall switch?
- 3 Check the power — Is the opener plugged in? Did a breaker trip?
- 4 Check the safety sensors — Are the lights on both sensors? Is anything blocking them?
- 5 Look at the door track — Is anything stuck in the track or rollers?

## COMMON CAUSES

Remote doesn't work, wall button does	→	Remote batteries or reprogramming
Door goes down then back up	→	Safety sensor issue
Motor runs but door doesn't move	→	Broken belt/chain or disconnected
Loud grinding noise	→	Gear or track problem

## USING THE MANUAL RELEASE

- Locate the red emergency release cord hanging from the opener track
- Pull the cord down and toward the door to disengage the opener
- You can now lift the door manually
- To re-engage, pull the cord toward the motor and run the opener

## WHEN TO CALL A PRO

- NEVER attempt to repair the springs yourself — They're under extreme tension and dangerous
- Door is off the track
- Cable is frayed or broken
- Motor won't run at all

Garage Door Company: .....

Phone:

MoosePack Home

Know Your Homebook • Page 34



# WHAT TO DO IF YOUR SMOKE DETECTOR KEEPS BEEPING

Stop the noise and keep your home safe.

A beeping smoke detector is annoying, but it's trying to tell you something. Different beep patterns mean different things. Here's how to identify the problem and fix it.

## WHAT THE BEEPS MEAN

Single chirp every 30-60 seconds	→	Low battery
Continuous loud alarm	→	Smoke/fire detected—evacuate!
3 beeps, pause, repeat	→	Smoke detected
4 beeps, pause, repeat	→	Carbon monoxide detected
Chirping after battery change	→	Needs reset or detector expired

## HOW TO FIX LOW BATTERY CHIRP

- 1 Locate the beeping unit — If interconnected, check each one.
- 2 Replace the battery — Use a fresh 9V or AA battery as required.
- 3 Press and hold test button — Hold for 15-20 seconds to reset.
- 4 If chirping continues — The detector itself may need replacing.

## WHEN TO REPLACE THE DETECTOR

- Smoke detectors expire after **10 years**
- Check the manufacture date on the back of the unit
- If the detector continues chirping after new batteries and reset, replace it
- CO detectors typically last **5-7 years**

## YOUR DETECTOR NOTES

Battery Type Needed:

.....

Last Battery Change:

.....

Expiration Date:

.....

"Never remove a smoke detector just because it's beeping. Replace the battery or the unit—your safety depends on it."

 MoosePack Home

KNOW YOUR HOMEBOOK • Page 35



# WHAT TO DO IF YOU SMELL GAS

This is serious. Act immediately and safely.



**NATURAL GAS IS DANGEROUS.** If you smell gas, do NOT flip light switches, use phones inside, or create any sparks. Get out first, then call for help.

## IMMEDIATE ACTIONS

- 1 DO NOT turn on/off any lights or switches — Sparks can ignite gas.
- 2 DO NOT use your phone inside — Go outside first.
- 3 Open doors and windows if safe — Let gas escape while leaving.
- 4 Get everyone out — Including pets. Don't stop to grab belongings.
- 5 Go to a safe distance — At least 300 feet from the home.
- 6 Call 911 and your gas company — From outside or a neighbor's phone.

## DO NOT DO THESE THINGS

- Do NOT flip any light switches
- Do NOT plug in or unplug anything
- Do NOT use phones, doorbells, or garage door openers inside
- Do NOT start your car if it's in an attached garage
- Do NOT re-enter until cleared by professionals

## EMERGENCY NUMBERS (WRITE NOW!)

Gas Company Emergency: .....

Fire Department (non-911): .....

## YOUR GAS SHUTOFF LOCATION



Main Gas Shutoff:

Note: Only shut off gas if you can do so without creating sparks. Once off, only the gas company should turn it back on.

Know Your Homebook • Page 36





# WHAT TO DO IF A FOUNDATION CRACK APPEARS

Not all cracks are emergencies—but all deserve attention.



Foundation cracks can be alarming, but many are normal settling and not cause for panic. Learning to identify the type of crack helps you know when to monitor versus when to call a professional.

## TYPES OF FOUNDATION CRACKS

Hairline cracks (<1/8")	→	Usually normal settling—monitor
Vertical cracks	→	Often from settling—monitor or seal
Horizontal cracks	→	More serious—call a professional
Stair-step cracks (in block)	→	May indicate movement—get inspected
Cracks with bowing walls	→	Structural concern—call immediately

## WHAT TO DO WHEN YOU FIND A CRACK

- 1 Measure and document — Take photos with a ruler for scale.
- 2 Mark the ends — Use a pencil to mark where the crack ends, with a date.
- 3 Check again in 30 days — Has it grown past your marks?
- 4 Note any water intrusion — Wet cracks need sealing regardless.
- 5 Get a professional opinion — If it's growing or you're concerned.

## WARNING SIGNS THAT NEED IMMEDIATE ATTENTION

- Cracks wider than 1/4 inch
- Cracks that are growing noticeably
- Doors or windows that suddenly stick
- Walls separating from ceiling or floor
- Uneven or sloping floors

## WHO TO CALL

- Structural Engineer — For assessment and recommendations
- Foundation Repair Company — For repairs (get multiple quotes)



### Pro Tip: Moose Park Home

Good drainage prevents many foundation problems. Keep gutters clean and ensure water flows away from your home.

Know Your Homebook • Page 37



# PURCHASE & CLOSING RECORDS

Key details from when you bought your home.



These details come in handy more often than you'd expect—for refinancing, home equity loans, insurance claims, and eventually selling. Record them here so they're always at your fingertips.

## PURCHASE DETAILS

Purchase Date: .....

Purchase Price: .....

Down Payment: .....

Closing Costs: .....

## MORTGAGE INFORMATION

Lender: .....

Loan Number: .....

Loan Amount: .....

Interest Rate: .....

Loan Term: .....

Monthly Payment: .....

Lender Phone: .....

Online Portal: .....

## CLOSING TEAM

Title Company: .....

Title Phone: .....

Real Estate Agent: .....

Agent Phone: .....

## DOCUMENT STORAGE



Where Closing Docs Stored: .....

Digital Backup Locations  Home Pack Home

Know Your Homebook • Page 38



# APPLIANCE RECORDS

Make, model, warranty, and service history for your major appliances.



When an appliance breaks, you'll need this information for repair calls, warranty claims, or ordering parts. Fill this out when things are working so you're not scrambling later.

## MAJOR APPLIANCES

APPLIANCE	BRAND/MODEL	SERIAL #	PURCHASED	WARRANTY EXP	NOTES
Refrigerator					
Freezer					
Dishwasher					
Oven/Range					
Microwave					
Washer					
Dryer					
Garbage Disposal					
Water Softener					
Garage Door					
TV					
Other:					
Other:					



**Pro Tip:** Take photos of model/serial number stickers on each appliance. Store them in a "Home" folder on your phone or cloud storage for easy access.



"Serial numbers are usually on a sticker inside the door, on the back, or under the unit. A flashlight and phone camera make this job easy."

 MoosePack Home

Know Your Homebook • Page 39



# WARRANTY TRACKER

All your warranties in one place.



Keep track of all your home warranties here. When something breaks, you'll know immediately if it's still covered—and you'll have the contact info ready.

## ACTIVE WARRANTIES

## HOME WARRANTY SERVICE CONTRACT

**Company:** .....  
.....

Policy Number: \_\_\_\_\_

**Start Date:** \_\_\_\_\_

**End Date:** \_\_\_\_\_

**Service Call Fee:** \_\_\_\_\_

**Claims Phone:**



**Pro Tip:** MoosePack Home™  
warranty not included.

Pro Tip: [Move Parked Homes](#) together with paperwork and receipts in a folder behind this page. Many warranties require proof of purchase before claims are honored.

Know Your Homebook • Page 40