

EMERGENCY CALLS: AFTER OFFICE HOURS

**Our community provides 24-hour
Emergency Maintenance Service
7 days a week for the following
emergencies only:**

- No heat when outside temperatures are below 65° degrees
- No air conditioning when outside temperatures are above 75° degrees
- Plumbing leak or sewer stoppage which might damage personal belongings or apartment property or if there is only one toilet in the unit and it is clogged after being plunged
- Flooding
- No electricity in your apartment
- Any condition which might cause a fire
- An odor of gas
- Any condition posing an immediate threat to health or safety
- Lockout - There will be \$25 charge added to the account if after hours

General Knowledge:

Heating & Air:

If your A/C starts blowing warm air: Turn the FAN on your unit to "ON" and turn the A/C "OFF". This will speed the process of melting any ice that has formed on your coils. For safety reasons we cannot work on outside units in the dark or in inclement weather.

Garbage Disposals:

No peelings, bones, grease, or solid objects (like glass) are to be placed in the disposal.

Commodes:

We can provide you with a plunger, as most stoppage can easily be plunged. If toilet is overflowing do NOT continue to flush, turn off water at the base of the toilet.



Water Shut Offs: If you are having flooding problems, please shut the water off in the pertinent areas.

- **Commodes** - The shut off is on the wall behind the commode
- **Sinks** - The kitchen and bathroom sinks have cut offs under the cabinet
- **Dishwasher** - The shut off is the same as for the kitchen sink

You are required to notify the office immediately of any maintenance issue. If you are in need of after-hours maintenance assistance, call the office at _____ and select option 3 (if it is a non-emergency, select option 2 and the office will follow up with you the following business day). The on call maintenance technician will return your call and assist you from that point.

We promise to do our best to ensure your comfort in your home. Understanding the procedure when in need of maintenance assistance will help us to resolve the issue more efficiently. Feel free to contact the office with any questions or concerns.

In case of fire or an emergency situation - **CALL 911 FIRST** and then call the office.