

Emergency Maintenance

In order to be considered a maintenance emergency, a threat to life or property must be present such as fire, flood, uncontrollable water or live exposed electrical circuitry to name a few.

- If an emergency is life threatening, call 911 immediately and then report to the onsite management office

What constitutes an after-hours maintenance emergency?

1. Fire
2. Gas leak
3. Flooding, broken pipes or uncontrollable water
4. Exposed electrical wires, smoke from the outlets/fixtures
5. Water outage
6. HVAC outages when weather is either above 80 degrees or below 50 degrees Fahrenheit
7. Broken window, door or locks
8. Fallen tree
9. Refrigerator not working
10. Clogged toilet in a one bathroom unit
11. Lockout; *May be subject to a fine.
12. Electricity out in part of the apartment. If there is a full outage, please first check with your utility provider.

Please do not call the emergency phone line for maintenance unless the above problems exist. False reports may result in penalty fines for our time and service cost in responding to the call. If needing to leave a non-emergency maintenance request, please use the telephone prompt for next day services or visit our website to submit a written request.

Contact Information

When reporting after hours maintenance needs, please make sure to include a contact number, apartment number and the nature of the emergency. Please allow for a one-hour response time between the time of your call and the time maintenance personnel arrives to assist with your repair need.

Reporting Problems

It is your responsibility to report repairs and maintenance problems as you are aware of them. These may include service requests related to mildew, leaks, backups, electrical problems, heating and air conditioning problems, faulty appliances, roof leaks, broken windows and doors, broken fences or malfunctioning sprinklers. Failure to timely report service needs may result in charges for damages.

Resident Responsibility

It is required that you will be responsible for the following routine maintenance responsibilities.

1. Checking and replacing smoke detector batteries
2. Replacing light bulbs
3. Wood burning fireplace maintenance (sweeping)
4. Preventative mildew measures
5. Preventative maintenance regarding drains and disposals
6. Proper storage and stowing to avoid fire hazards
7. Cleaning and tidiness
8. Not exceeding the threshold of the commode. The purchase of a plunger is highly recommended.
9. Reporting maintenance needs as necessary

Disclaimer

Please be aware that not all services can be performed by our maintenance staff and at times it is necessary to outsource work to an outside vendor or contractor. Some repairs may require turning off equipment or interrupting utilities as needed to avoid property damage or to perform work. We kindly ask that you cooperate in order to expedite repairs and ameliorate the potential for extensive damage. If the nature of the repair is caused by your negligence, your account will be billed the full extent of the repair and any applicable labor charges. You must acquire and maintain renters insurance throughout the term of your lease. If there is a change in your insurance carrier, a copy of the new policy and provider must be submitted to the office for record. You are fully responsible for any and all damages should a lapse occur in your renters insurance policy.