



WHAT IS A MAINTENANCE EMERGENCY

A maintenance emergency is something that, if it isn't repaired immediately, could cause injury, threaten your health, or cause serious property damage. Think water flooding, no electricity, fire, etc.

WHAT IS AN EMERGENCY (MUST GO)

- Water pipes or sewer (backed up) that is flooding either inside or outside the unit
- Fire (CALL 911 first then maintenance)
- Any electrical problem which causes a power failure or poses a threat to persons or property
- Commode stopped up and overflowing
- Locked out of unit (You will be charged if after hours)
- A broken lock on your door and you can't secure the unit
- A window that has been shattered (Call police first then maintenance)
- No air conditioning in hot weather. (Outside temperature must be above 90)
- No heat in freezing weather (Outside temperature must be below 50)

WHAT IS NOT AN EMERGENCY

Not every maintenance issue is an emergency. If, for example, you have a drip under your kitchen sink that can be contained with a bucket, you'll definitely want maintenance to take a look, but it isn't an emergency. Here are some other situations where you simply need to submit a routine work order.

- A lightbulb went out
- Chirping smoke detectors
- A stove burner isn't heating up
- Leaky faucets
- A broken air conditioner when the temperature outside is below 90 degrees
- A broken heater when the temperature outside is above 50 degrees

Remember, if maintenance comes out after hours and your repair is not a true emergency you will be charged an Overtime fee of \$30.00 per hour.