

Revised 5/4/04

Service Emergencies:

Most service requests are routine and will be corrected during our normal working hours. Occasionally a more serious problem may occur. For those times we provide 24-hour emergency service for weekends, holidays and after office hours. Just call our service office at 829-1111. Your request will be taken by our emergency answering service and relayed to our on-call maintenance personnel. Here is a listing of what we consider to be after-hour's service emergencies:

- No heat (when temperature in home is below 65°F)
- No air conditioning (when outside temperature is above 80°F)
- No water
- No hot water
- Gas leaks
- No electricity throughout entire home (other than neighborhood outage)
- Frozen or broken water pipes (Duplex/townhome residents turn off water to house.)
- Major water leaks (including washing machine, dishwasher, plumbing pipes, etc.)
- Refrigerator malfunctioning
- Toilet plugged if there is only one toilet in home
- Garage door won't open/close
- Building fire alarm sounding (exit building to safety; call "911")
- Elevator malfunctioning
- Lockouts if resident manager is unavailable. A lockout fee may be charged.

For FIRE, RESCUE, AMBULANCE, POLICE emergencies, call 911