



## MAINTENANCE INFORMATION

**To report Emergency Maintenance Problems please call 761-0832, select extension 2. This is for emergencies only** (i.e. no heat in winter, major water leak, fire, etc...). If you report a non-emergency issue on this line, you will be charged \$25.00 per call. If the emergency requires police or fire department resources, please call 911 immediately then call our emergency maintenance line.

**To report Non-Emergency Maintenance Problems please call 761-0832, select extension 1.** Please leave your name, apartment address, telephone number and a detailed description of your problem. If your problem has not been resolved within 2 business days, please don't hesitate to call this line again to request an updated status.

By reporting a maintenance issue you grant us permission to enter your apartment at any time, with in three days of your report, from 8am to 5pm Monday through Friday to address the issue, unless you specify otherwise

**Heat Problems** – During the heating season, if you feel cold in your apartment, please buy a thermometer to determine what the temperature is. If it is below 68 degrees, leave a message on the maintenance line that includes the time of the reading and the temperature in your apartment. Before calling, please check your windows to make sure they are closed and locked, or you will be charged \$35.00 for us to close and lock your windows.

**Plumbing Problems** – If your toilet or drain is clogged it is your responsibility to plunge them before calling us for assistance. If you have a minor water leak (please place a container under it), a running toilet and/or a dripping faucet please call and leave a message for us on the regular maintenance line as soon as possible for repair.