

## **Maintenance Emergencies Defined**

- Fire. Call 911 First.
- Electrical or gas failure of any nature.
- Any water leak or sewage backup.
- No heat or air conditioning. (For safety reasons, we cannot perform major repairs on outside units after dark or during inclement weather. We can however, replace minor parts and charge systems after dark.)
- Refrigerator not working.
- Range/Oven not working properly (weekends only).
- No hot or cold water.
- Toilet stopped up - if apartment has just one.
- Overflowing Commode where there may be property damage.
- Unsecured entry, malfunctioning exterior door hardware or window if on 1<sup>st</sup> floor.
- Smoke detector batteries will be changed up until 7 pm.
- Malfunctioning controlled access gate
- Any threatening situation that may result in the loss of life or personal property:
  - Fire
  - Flood
  - Severe weather that causes damages to doors, locks or windows, etc.
  - Police action
  - Protecting a crime scene (repairing broken window, locks doors, etc.)