



EMERGENCY SERVICE REQUESTS:

- Burglaries, vandalism or other security-related matters
- Fires or the detection of smoke odors
- Excessive wind or storm damage
- Electrical - Any major electrical problem or power outage
- Gas leaks
- Clogged sinks
- Commode stoppage in apartment - (inoperable and/or there is an overflow)
- Broken drain lines
- Stove and/or oven not working
- Water - No water service
- Water leak - Any water leak that is or could cause structural damage (if there is a roof leak, the resident must be called back and informed that roof leaks cannot be repaired until it stops raining and a subcontractor is contacted)
- Sewer - Any major sewer backup
- Refrigerator - When refrigerator is inoperable and may cause food to spoil
- Resident lock broken or inoperable
- Front or back entrance door malfunctions - When a door lock is inoperable, or the door jamb is broken or damaged to the point that it could be considered a security issue
- Building lights if entire circuit is affected
- Broken windows - When a window is broken, a window lock is inoperable or any other window repair that could be considered a security issue
- Air Conditioning – Air conditioner not cooling or blowing, and the outside temperature is at least 80 degrees, or if severe health factors are involved. If A/C units are located on the roof and it is after dark a call must be made to the resident explaining because of safety issues the call will be addressed in the morning. Also because of safety concerns for the personnel, ac units will not be worked on during rain or lightning storms. A staff member must communicate with the resident if one of these conditions exists and the completion of their work order will be delayed. Leaking or smoking air conditioners are also considered emergencies
- Fire alarm or smoke detector malfunctions
- Heat - When the inside apartment temperature is below 70 degrees or severe health factors are involved.
- Flooded units/wet carpet.

NON-EMERGENCY SERVICE REQUESTS:

- Dishwasher and disposal (unless there is a water leak or a sink is backing up and overflowing)
- Resident is locked out of apartment. If the resident is locked out of their apartment, the resident will need to contact a locksmith.

Never delay in making repairs if the resident's health, safety or security is in danger. When in doubt contact the Property Manager or Regional Property Supervisor.