

## MAINTENANCE SERVICE EMERGENCY/AFTER HOURS

### WHAT YOU SHOULD DO

If an emergency situation arises, please telephone (734) 697-3555. Dialing this number after 5:00 PM will put you in touch with maintenance voice mail. Please give them your name, address, unit number, telephone number and a brief description of the problem you are experiencing. This number should also be called for emergencies on weekends and holidays when the office is not open.

### WHAT YOU CAN EXPECT

A maintenance man will call you within ten (10) to fifteen (15) minutes of your call. Therefore, within a maximum of thirty (30) minute time span your request for service will be answered. If for any reason a maintenance worker does not answer your call the site manager will be paged. In that instance someone on the maintenance staff or management staff would make contact with you.

### WHAT WE CONSIDER AN EMERGENCY

The following items have been defined as emergency situations:

1. LOSS OF HEAT
2. LOSS OF ELECTRICITY-ENTIRE UNIT, NOT ONE ROOM
3. OVERFLOWING TOILETS-ONE (1) BEDROOM UNITS, OR IF BOTH TOILETS OVERFLOW
4. FIRE
5. SEWER BACK-UP
6. SUMP PUMP FAILURE
7. FLOOD
8. STRUCTURAL COLLAPSE
9. BROKEN WATER LINES
10. MAJOR GLASS BREAKAGE
11. COMPLETE REFRIGERATION FAILURE
12. LOCKOUT (\$25.00 FEE IS CHARGED FOR LOCK OUT DURING ANY TIME OF DAY OR NIGHT).

If the problem you are experiencing is not on of the above numbered items but nonetheless a problem to you, call the answering service anyway. If there is any question as to the severity or urgency of the situation, your maintenance person will be called for clarification.