

MAINTENANCE DEPARTMENT EMERGENCY PROCEDURE

DO NOT CALL THE EMERGENCY LINE IF IT IS NOT A MAINTENANCE EMERGENCY. DIALING THE EMERGENCY LINE SENDS A PAGE TO THE MAINTENANCE PERSON, WHO IS ON CALL, AT ALL HOURS OF THE DAY AND NIGHT

For maintenance emergencies ***only***, dial 440-286-7413, ext. 108. A list of approved emergencies is listed below for your reference. For any routine maintenance work requests, dial extension 100.

Speak loudly and clearly when you leave your message. Leave your name, telephone number where you can be reached, and a detailed account of your emergency. Please remain by your phone.

To receive a call back from the Maintenance Dept for further instructions, you must unblock your phone number. The maintenance cell phones have restricted numbers, and they will not be able to contact you unless you allow your phone to receive blocked calls. **If your message is determined to not be a maintenance emergency, or your number is blocked, you will *not* be contacted.**

MAINTENANCE EMERGENCIES:

1. A broken, not cracked, window - **during heating season.**
2. Furnace failure – **during heating season.**
3. A MAJOR water leak, which could result in property damage, such as a leaking faucet or running toilet. **NOT** a drippy faucet.
4. A natural gas leak.
5. 2-bedroom units only: toilet stoppage. 1-bedroom units, please use public restrooms until the problem has been fixed.
6. Sewer backing up into apartment.
7. Smoke or fire alarm going off.
8. A situation that may be harmful to a resident or may cause damage if not corrected immediately.



PLEASE USE COMMON SENSE THANK YOU!