

MAINTENANCE

SERVICE REQUEST PROCEDURE

Should a maintenance problem occur in your apartment, please call or visit the rental or maintenance office to submit a service request. We encourage you to notify management as soon as a problem becomes evident. If the problem requires immediate attention, calling it in as early in the day as possible will help insure that service can be attained that day. In consideration of your staff's personal time, every effort should be made to have service performed during regular working hours rather than waiting until the end of the workday to notify the office of a pressing maintenance problem.

EMERGENCY SERVICE

Around the clock emergency service is available to all residents. Your rental staff will provide you with a number to call after hours to obtain this service. A brief summary of some situations that are defined as emergencies include:

1. No heat during the winter months (Your apartment temperature is below 70 degrees)
2. Active drain backup
3. Gas Leaks (Please call the gas company before calling us)
4. Structural damage to the building
5. Windows broken out during very cold weather
6. Water main breaks or burst pipes
7. No electricity (Please check circuit breakers before calling us)
8. Lock out
 - Option #1 – Please call a locksmith of your choice at your expense
 - Option #2 – Call SunDance Emergency Pager. There is a \$25 charge. Please be prepared to pay the maintenance person at the time of service.

ONLY CALL THE EMERGENCY TELEPHONE NUMBER IN THE EVENT OF A TRUE EMERGENCY.

201-0874

Or

316-2047

SUGGESTIONS

1. All residents are strongly encouraged to purchase a plunger. Always try to plunge a stopped up toilet or sink before calling for service.
2. Water shut-off valves are located under the left side of the toilet tank and below each sink in your apartment. If a major water leak develops in your apartment (supply line bursts), please turn off the water prior to calling for service.

Thank you for your cooperation in dealing with these matters. Please contact your manager if you have any questions.