

What is an emergency?

Generally, an emergency is a condition that endangers the health or safety of the resident(s), or if left unaddressed could cause damage to the property or personal well-being. Emergencies are addressed immediately, 24 hours a day, 7 days a week. For this reason, some discretion is required in determining what is an emergency.

Following are *examples* of emergencies that may occur:

1. Smoke / fire
2. No hot water / No heat
3. Smell of gas
4. Water leaks
5. Toilet / Tub / Sink overflow

***** In case of medical, fire, or other emergency that could involve immediate peril to you or someone around you, always call 911 first *****

What is NOT an emergency?

Non-emergencies are conditions that may be annoying or inconvenient, but need not be addressed immediately. Following are *examples* of non-emergency work orders, which are addressed during regular business hours:

1. Appliances not working
2. Light fixture out (management does not replace light bulbs so tenants must replace these)
3. Broken or loose cabinets
4. Closet door broken
5. Vermin in apartment
6. Air conditioning failure
7. An annoying sound
8. Window stuck
9. Drain stoppage
10. A spill or other mess in the common area



What do I do if I have a problem?

Emergencies: In case of smoke or fire, **call 911**. Then call the super and/or the management office.

For all other emergencies, call the management office during regular business hours; call the super after business hours or over the weekend.

Non-Emergencies: Tenants should report all non-emergency work order requests directly to the management office during normal business hours, or may leave a message at the office if the call is placed after business hours. **If you only inform the super, and not the office, we cannot guarantee that your issue will be addressed.**