

In case of FIRE or THREAT TO LIFE OR LIMB CALL 911

If you experience an after-hours Maintenance Emergency, you must call the Crestview Answering Service at **765-420-2822 or 765-743-1881 and press 1.**
If you have a maintenance emergency – DO NOT EMAIL!

- **Water Leak:** Any uncontained dripping or running water.
- **Natural Gas Leak:** If you smell the “rotten egg” odor (hydrogen sulfide) open your windows and doors and call us immediately.
- **Broken window, door, latch, or lock:** An entryway leading to the outside of your unit that cannot be secured shut.
- **Building Fire Alarm:** Please exit the building, call the fire department and call us immediately.
- **Clogged Toilet:** Overflowing or clogged toilet. If overflowing, turn off the shutoff valve.
- **Lock out:** If you are locked out after hours, we will need some proof of your identity before we can let you into your unit.
- **No Electricity in Unit:** Please observe if your neighbors have electricity. If they do not have power as well please call Duke Energy at 1-800-521-2232 and also call us immediately.
- **No Electricity in Parts of Your Unit:** Please check your breaker box for tripped breakers. You can reset the breakers by flipping or pushing them to the “OFF” position and then back to the “ON” position. DO NOT OVERLOAD the circuit with space heaters or too many items, as this could create a fire hazard.
- **No Heat:** If there is no heat in your unit.
- **Frozen pipes:** No running water in parts or All of your unit. Call us immediately!

We realize the following issues are IMPORTANT and we want to correct them, but they are **not** considered Maintenance Emergencies:

- Problems with your internet service
- A/C, stove, microwave, refrigerator, washer, or dryer not working properly
- Short amount of hot water
- Pest issues

PLEASE help us correct any issues by placing your non-emergency maintenance requests through our email cv@cv-apt.com or call us at 765-743-1881. We will be happy to fix them.