

COVID-19 Notice

For all maintenance requests, Residents will be phone screened for COVID-19 symptoms prior to the commencement of any maintenance work. Our maintenance personnel are equipped and instructed on the appropriate PPE to be used when inside your apartment.

How can I submit a maintenance request?

There are several ways:

- 1) Call us anytime at **765-743-1881**. If we do not answer PRESS 1 at the prompt and you will be connected to our answering service.
- 2) Request through your Online Portal.
- 3) **NEVER EMAIL AN EMERGENCY.**

What should I report?

We want your apartment to be in good working order. If you are unsure of what to report, you may call us and ask. If you do not tell us, we will not know to fix it!

Will I get charged?

If the work is not normal wear and tear or is due to your negligence you will be charged. We will notify you if you are charged.

Can I fix it myself?

Please ask us first. Repairs done by our residents frequently do more damage and end up costing the resident more because we have to "re-repair" the issue.

How soon will somebody come and fix it?

If it is a Maintenance Emergency we will come immediately. Otherwise, we typically make our first visit the same day or within 24 hours. We keep the most common parts in stock, but in some cases, it can take days or weeks to get a part.

Do I need to be home when the maintenance staff will be in my unit? Do you make appointments?

No, because this allows us to respond timely to any requests.

How do I know if the work is done?

Our maintenance staff will update the status of the work order in your Online Portal. In most cases our staff will have to re-enter your unit more than once in order to complete the work order. If you have questions just call us!

What do I do if my smoke detector is going off?

The alarm has been triggered by smoke and requires immediate attention from our Maintenance Team. **DO NOT** attempt to take the alarm down to silence it. Call our office immediately at 765-743-1881.

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

If you experience an after-hours Maintenance Emergency
call **765-743-1881 and press 1**
DO NOT EMAIL MAINTENANCE EMERGENCIES!

These items are Maintenance Emergencies:

- **Water Leak:** Any uncontained dripping or running water.
- **Clogged Toilet:** Overflowing or clogged toilet. If overflowing, turn the shutoff valve located behind the toilet.
- **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.
- **Locked 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.
- **No water:** 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 your Online Portal or call us at 765-743-1881. We will be happy to fix them.