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

If you experience an after-hours Maintenance Emergency

call [765-743-1881](tel:765-743-1881) and press 1

DO NOT EMAIL OR USE THE ONLINE PORTAL FOR MAINTENANCE EMERGENCIES!

We consider these to be Maintenance Emergencies:

- **Water Leak:** Any uncontained dripping or running water.
- **Overflowing Toilet:** To minimize the mess, use the shutoff valve to stop the water flow. The shutoff valve is located on the wall underneath the toilet's tank.
- **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:** You will need some proof of your identity before we can let you into your unit.
- **No Electricity in Unit:** If your neighbors do not have electricity, contact Duke Energy first and then report it to us afterwards.
- **No Electricity in Parts of Your Unit:** Check that you are not overloading your circuit or using a device with faulty wiring, then check your GFCI outlet or breaker box for tripped breakers. You can reset GFCI outlets by pressing "RESET" and circuit breakers by flipping or pushing them to the "OFF" position and then back to the "ON" position.
- **No Heat:** If there is no heat in your unit and it is cold outside.
- **No water:** No water running to all toilets or all sinks in an apartment.

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
- No hot water or no water to showers/tubs
- 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](tel:765-743-1881). We will be happy to fix them.