

How can I submit a maintenance request?

- 1) Submit requests through your [Online Portal](#).
- 2) Call us during our office hours.

How do I report a Maintenance Emergency?

- 1) Read our Maintenance Emergencies document to determine if you have a Maintenance Emergency.
- 2) Call us 24/7 at [765-743-1881](tel:765-743-1881). If we do not answer PRESS 1 at the prompt and you will be connected to our answering service.
- 3) Call our answering service directly at [765-420-2822](tel:765-420-2822).
- 4) **CALL US! DO NOT** use the Online Portal or email us if you have a Maintenance Emergency.

What should I report?

We want your apartment to be in good working order. If you are unsure of what to report, please email or call us. 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 our most common parts in stock, but in some cases, it can take days or weeks to get a part to complete the repair.

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

No, this enables us to respond timely to any requests.

How do I know if the work is done?

Check the on the status in your [Online Portal](#). In most cases our staff will have to enter your unit more than once to complete the work.

What if my smoke detector goes off?

Extinguish any fire or smoke sources immediately. After it is safe press the "SILENCE" button on the detector to temporarily turn off the alarm sound and open windows to the outdoors to clear the smoke. **NEVER disable, remove or cover your detector.**

What do I do if my smoke detector battery is low?

Report it to us immediately. **DO NOT** tamper with the alarm to silence it.

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.