

**Below is a list of common maintenance items considered Priority or Emergency in nature.**

**Please review the list and keep this in mind when reporting Emergency and Priority Maintenance Requests.**

Report emergency and priority maintenance issues as soon as possible. If it is after hours call the rental office telephone number to report the problem. (If you live on a property of fewer than 100 units the voicemail will direct you to the emergency number; if your community is over 100 units there is an answering service available to assist you at the rental office number. The rental office telephone number is located at the top and the bottom of the website page you are now viewing.

**Priority I – Cannot wait until tomorrow (A visual inspection is required by the Staff Member before a priority can be classified.)**

Examples of Priority I calls:

1. Power out/water loss/water line leaking causing property damage
2. Gas leak or smell (Call management office first)
3. Water overflow or flooding
4. Plugged drain (**If possible try a plunger first**)
5. Non-functioning toilet in a 1 bathroom unit
6. Structural safety hazards
7. **All** exterior lights out
8. Refrigerator not cooling
9. Broken window
10. Water Heater Problems

**Emergency Calls – (Fire – Flood – Blood)**

1. Call Police, fire, ambulance as necessary
2. Call Management Office