

# Maintenance

Maintenance requests are best sent via email because then we'll have a written list of what needs to be done. Once we receive the request, we will forward it to the maintenance person assigned to take care of it. If you don't have email you can call the office. We don't have regular office hours but I check them everyday.

We try to respond to all maintenance requests as soon as possible. In most cases, requests are completed within 24-48 hours. If the maintenance company is unable to repair the problem, we will contact you to explain the situation and let you know when it will be fixed.

At times, the maintenance company becomes too busy to fix everything within 24 hours. If this occurs, please try to be patient and, remember that we work on a modified first-come-first-serve basis. This means is that if your maintenance concern is more urgent than someone, it will preempt other requests. It also means, however, that the reverse may happen. This rarely occurs except late August through September after the annual turnover. During this time period, please be as patient as possible.

# Emergencies

*What is the difference between a maintenance concern and a maintenance emergency?*

The short answer is "Anything that can wait until tomorrow without damaging you or the building is NOT a maintenance emergency".

The list below will help you to determine whether to call the emergency on-call person. Remember, they are there to help you if there is a true emergency, but just like you, they would hate to be awakened in the middle of the night just because someone is parked in your parking spot!



**Police emergency - CALL 911**

Fire

Injury

Smell smoke or hear an alarm from someone's apartment

Danger to safety of people

**Police emergency - Call Madison Police Department**

Loud neighbors

Suspicious activity

Unauthorized people in your building

Drug activity

**Maintenance Emergency - Call our pager**

No water

No heat (winter only)

No electricity

Leaking water pipes

Leaking gas pipes or gas smell

Locked out of apartment (You will be charged \$35 on the spot, so make sure you have exhausted your options)

**NOT an emergency - Call the office answering machine and leave a message**

Toilet clogged/broken (you can still use the toilet until morning)

Leaky faucet (dripping into sink)

Burned out light bulb or fixture

Parking problems

Snow in parking lot or on sidewalks

Garbage disposal broken

Ceiling fan broken

To get our on-call number, please call our office at 608-237-1709 and listen to the outgoing message. We use more than one after hour's person, so make sure you are calling the number on our answering machine.

