

## EMERGENCY MAINTENANCE

Emergency Maintenance, call 202-7820. The Emergency Maintenance hours are Monday through Friday (4:30 p.m. to 7:30 a.m.), 24 hours on weekends, and Holidays.

Examples of Emergency Maintenance requests are:

- No heat
- No water
- No hot water
- Broken or leaky water pipes
- Plugged toilet, sinks, drains
- Flooding
- Electrical malfunction
- Locked out
- Broken locks
- Broken primary windows
- Building damage
- Smoke alarms
- CO detectors
- Fire
- Natural disaster
- Gas leak (call Consumers Energy first, Emergency Maintenance next)

Emergency Maintenance calls are received by the technician on-call. If the Member gets a recording, they must leave their name, address, name of property and a phone number where they can be reached, and the nature of the problem.

No one will respond to your townhome until they have spoken with the Member.

An adult, 18 years of age or older, must be at home when the technician arrives.

If Emergency Maintenance is required 7:30 a.m. through 4:30 p.m., Monday through Friday, call the office at 882-2784.