

If a Member needs maintenance work done, he/she should call the Maintenance line at 882-2784 and request for the work to be done. A work order will be initiated at that time. Work orders should be reported as soon as it is noticed to prevent potential further damage which could result in the Member being charged for the repair.

Regular maintenance work orders can also be submitted via the website (www.highlandscooperative.com). Do not use the website to report Emergency work orders.

Maintenance will not enter the townhouse, if there are any individuals under the age of 18 without an adult present.

If the Member does not receive the requested work in a reasonable time, they should call the Office to inquire about the status of the work order.

- Emergency work orders will be responded to on the same day.
- Most routine work orders will be completed within 3 working days unless a contractor needs to be scheduled.

Should the work still not be completed in accordance with the timeframe outlined above, the Member should call the Office and talk to the Property Manager.

After the work order is completed, within 24 hours you should receive an email notifying you of the repairs that were done. The staff appreciates any feedback Members give concerning the quality of service that was provided. This can be done by replying to the email at Office@highlandscooperative.com.

If the work order is the result of negligence/damage, the repair cost including parts and labor will be charged to the Member. Refer to the Charge List Policy.

Regular/Emergency Maintenance (7:30 a.m. - 4:30 p.m. Monday through Friday, excluding holidays), call the maintenance line at 882-2784.

After hours Emergency Maintenance

For Emergency Maintenance, (4:30 p.m. - 7:30 a.m. Monday through Friday, 24 hours a day on weekends, or holidays) call 202-7820. Holidays (Office closures) are published on each monthly calendar.

For examples of emergencies and details on how emergency maintenance calls are handled, refer to the Emergency Maintenance Policy.

NOTE: To report a gas leak outside the townhouse, call Consumers Energy first, then contact Emergency On-Call.