

NON-EMERGENCY VS. EMERGENCY

NON-EMERGENCY MAINTENANCE ISSUES

Routine maintenance is issues that do not require immediate attention and can be handled during normal maintenance hours. Some examples are:

- ◆ Dripping water faucets
- ◆ Ice maker not working
- ◆ Stove burner won't heat up
- ◆ Toilet running

Depending on your permission for entry into your home, these issues may take up to 48 hours before our Maintenance Coordinator is able to schedule a visit to your home. These types of requests must be submitted by visiting your resident portal at www.westchathamgt.com.

HIGH-PRIORITY MAINTENANCE ISSUES

If there is a maintenance issue that requires expedited attention, **but not immediate attention**, it is considered a high-priority maintenance issue. These high-priority issues receive first priority over non-emergency issues and are usually done during regular maintenance hours. Please visit your resident portal at www.westchathamgt.com to submit your work order. Please follow up the work order with a call to our office at 912.748.2120 to bring our immediate attention to your issue. High-Priority Issues are and not limited to:

- ◆ Air Conditioning not working
- ◆ Heater not working
- ◆ Water leak of any kind

Please be sure to select "High-Priority" and provide permission to enter at "Any Time".

AFTER-HOURS MAINTENANCE EMERGENCIES

Emergency maintenance is issues that require immediate attention for the safety of the occupants, the property, and/or your belongings. Please contact our after-hours emergency maintenance phone at 912.677.0071. If no one answers, please leave a message and one of our Maintenance Team members will be in contact with-in the hour after receiving the call

to get more information about your situation. **You must also submit your work order request on the resident portal BEFORE the technician is allowed to leave his home.**

◆ **No Air Conditioning**

- If a call is received for an air conditioning, the following criteria must be met for it to be considered an emergency:
 - The temperature must be above 90 degrees **AND**
 - The call must be made before 8:30pm
- If the above requirements are not met, we do apologize for the inconvenience, but your issue will be addressed the following business day. If you have any doubts, you may still call so our on call technician can make the determination for you.

◆ **Major Flooding**

- Flooding may happen, even if the source does not start in your home. Before calling the after-hours maintenance number, make sure to move all possessions out of harms way and turn off the water valve (located in the laundry room on all single family homes and on the side of your building on all townhomes) to stop to flow of water.

◆ **Refrigerator not working**

- If a call is received for refrigerator not working **ON THE WEEKEND**, the following criteria must be met for it to be considered an emergency:
 - The call must be made before 8:30pm
- Refrain from opening the refrigerator door should it stop working in the middle of the night. Usually the cold air will stay for a few hours.
- If the above requirements are not met, we do apologize for the inconvenience but your issue will be addressed first thing Monday morning.
- Also remember, West Chatham Management is not responsible for food lost due to the malfunction of a refrigerator. You must file a claim with your renter's insurance company for a reimbursement.

◆ **Lock – outs**

- West Chatham Management **DOES NOT** perform lock outs for any reason at all. Should you be in a situation where you accidentally lock yourself out of your home during after-hours, please contact a locksmith at your own expense.

◆ **Clogged toilets vs. Sewage Backups**

- Clogged toilets
 - All of our homes have at least two toilets.

- If one of your toilets is clogged, please be sure you have purchased a plunger and attempt to unclog the toilet yourself.
- This is **NOT** considered a maintenance emergency
- If maintenance comes to your home during normal business hours and the clog is caused by something placed in the toilet other than toilet tissue, the resident will be charged for the call.
- If you are unable to clear the clog, please refrain from using the clogged toilet. The maintenance team will consider this as a high-priority maintenance issue and will address the issue on the next business day.
- Sewage back-ups
 - This would be a situation to where all of your toilets are clogged and sewage is possibly backing up into your home.
 - First, remove the white clean out cap which is located just outside your front door in front of your bushes, then contact the emergency on call technician so he may advise you.
 - Don't forget you must submit a work order request prior to our maintenance tech leaving his home, if it is necessary.

◆ **Fire**

- Should there be a fire in your home call 911 first!
- Then alert the maintenance department about this issue.
- Maintenance and/or maintenance will contact you first thing the next business day