

MAINTENANCE EMERGENCIES

At Alderwood Estates we strive to provide you with quality and timely maintenance service. Our maintenance staff will respond to your calls as quickly as possible; however, we cannot be in all places at all times. Because of this, we respond to service requests on a priority basis. A leaky pipe will be taken care of before a squeaky door; A toilet that won't flush before a burned out light bulb. Below you will find a list of EMERGENCY maintenance issues that could occur after hours or during a weekend or holiday. All other maintenance calls will be taken care of during regular business hours.

When calling in maintenance requests, be sure to include your UNIT NUMBER.

- ♦ **FIRE** Any fire or related hazard should be investigated immediately. If you smell smoke or see fire in your apartment, evacuate your apartment immediately and call 911.
- ♦ **ELECTRICAL** Loss of electricity not related to a community power outage and other electrical hazards should be reported to maintenance. Questions related to power outages resulting from a storm, loss of a transponder, etc., should be directed to Consumers Energy not Alderwood Estates.
- ♦ **WATER** Any uncontrolled entry of water. * See Mold Addendum for additional water related information.
- ♦ **NO HEAT** in winter
- ♦ **AIR CONDITIONING** With a Doctors slip. Documentation from Doctor must be in your resident file.
- ♦ **NO WATER / HOT WATER** Be especially alert when periods of sub-zero temperatures exist. Frozen pipes restrict water flow and left unattended can thaw and burst.
- ♦ **STOVE / OVEN** Only serviced after hours when both oven and all burners are out of service. Individual burners and/or baking and/or broiler elements will not be serviced as an after hours emergency.
- ♦ **REFRIGERATOR** When completely out and/or food spoilage is possible.
- ♦ **SEWERS** Any sewer back up.
- ♦ **TOILET WON'T FLUSH** For apartments with one bathroom only.
- ♦ **RESIDENT LOCK-OUTS** As noted in Section 15C of your lease.
- ♦ **SECURITY RISKS** Broken and/or non-functioning locks on doors and windows.

THE ABOVE LISTED EXAMPLES ARE NOT INCLUSIVE OF ALL EMERGENCIES. ANY CIRCUMSTANCE OR SITUATION THAT POSES A POTENTIAL HAZARD TO THE SAFETY AND WELL-BEING OF OUR RESIDENTS SHOULD BE INVESTIGATED. COMMON SENSE AND LOGIC SHOULD DICTATE YOUR RESPONSE TO A SITUATION.

WHILE WE ADVISE OUR RESIDENTS AT MOVE-IN THAT NO AC IS NOT AN AFTER HOURS EMERGENCY; EXCEPTIONS MAY BE MADE IN TIMES OF EXTREME AND/OR PROLONGED PERIODS OF EXTREME TEMPERATURES. MANAGEMENT WILL DETERMINE IF AFTER HOURS AC CALLS ARE TO BE CONSIDERED AN EMERGENCY SERVICE.