

«ManagementCompany»
161 Ballantyne Rd., Syracuse NY 13205

EMERGENCY / MAINTENANCE POLICY

Welcome to «ManagementCompany». In order to serve you better and reduce confusion regarding maintenance/emergency service policies, I would like to define at this time what is considered an emergency that can be directed through an answering service on a 24 hour basis.

The Emergency Maintenance Number is

469-6121 enter your building and Apt # then your phone number

- * Lack of heat
- * Major plumbing problems i.e: broken pipes, hot water tank malfunctions, clogged toilet (when only one toilet in unit)
- * Broken windows, through Both panes.
- * **Fire: Please call the Fire Department First !!**
- * **Domestic dispute or loud music after office hours call police!!**

The lack of Air Conditioning is not an emergency. A resident with severe medical problems should be prepared to provide their own auxiliary systems in case of system failure at a time when labor parts are not readily available.

Work orders are taken during normal office hours at 469-6121, for all other repairs. We request that problems be phoned in during these hours only, or you can leave a detailed message on the answering machine. Work orders are processed on a first call/first service basis.

Thank you for your cooperation. We hope you enjoy your residency here.

«TenantFirstName» «TenantLastName»

«ManagementCompany»