



# MAINTENANCE PACKET

All regular maintenance requests should be submitted to the rental office. You may stop by the office, email or call it in by phone 717-695-3510. If there is an emergency you may still call directly to office and submit the work order. After hours you will make a call into the same number and follow the directions of the call service.

**Emergencies** – Call the Office; when the service prompts for a number press 3, listen to the message and then press 2. Leave a message stating the address, what and where the problem is and be as specific as possible! For Emergencies make sure you are available to answer your phone when we call! We normally call back within 15 minutes! Please see emergencies below...

- NO heat if the temperature is below 60 degrees in home
- NO AC if temperature is above 80 degrees in home
- No electricity
- Broken Windows/Doors
- Lock outs (\$50 cost) or broken locks
- Uncontrollable water leaks (not drips)
- ENTIRE Refrigerator not working

**\*Any emergency call that does not pertain to this list will be charged a \$50 admin fee.**

**Non-Emergencies** (during or after business hours) – When the service prompts for a number 3, listen to the message and press 1; Leave a message stating the address, what and where the problem is and be as specific as possible! By calling in a non-emergency maintenance request you are authorizing us to access your apartment the next business day, unless otherwise noted in your call. Please remove all personal items from the work area if possible & be sure to secure dogs/turn off security system. (maintenance will not use a code to alarm or disarm your security system, it must be turned off)



## SMOKE DETECTOR ISSUES

If the detector is chirping, please replace the battery. If it stops chirping then you are done. If replacing the battery did not solve the problem please go to “disconnect instructions” below.

You must use **HIGH GRADE** batteries, if you do not this will cause a false alarm/beeping

If the alarms are going off, locate the alarm that is going off by itself, look for a flashing red or yellow light and then follow “disconnect instructions” below.



**Disconnect Instructions** – Take the alarm down by twisting the alarm while slightly pulling down. Remove the wiring connector; then remove the battery by pulling the little pull on the side of the detector. The battery will then be disconnected from the alarm. Press the button on the front of the alarm to drain any power still in the unit. Call in or visit the office to open a work order to get the defective alarm replaced.



*Working*  
**SMOKE ALARMS  
SAVE LIVES**

*Change Your Clock, Change Your Battery*