



## MAINTENANCE GUIDELINES

Whenever you have a maintenance request you may mail a request, drop off a request or email a request in. Our preferred method is for you to put your request in writing as your request has a better chance of not getting lost in the shuffle! You will find in this package a couple of maintenance request forms for you to use.

**If you find you have an emergency and need to contact us after hours please page us at 443-0131 .**

The following is a list of what **we consider** to be emergency calls.

- 1) Fire (call 922 immediately).
- 2) Flood (uncontrolled running water)
- 3) No heat (when below 40 degrees in Winter)
- 4) Open gas line:  
City of Colorado Springs: 448-4800  
Monument/Black Forest: 1-800-303-0752
- 5) Burglary or vandalism where property is unsecured.
- 6) Sewage backup caused by plumbing malfunction in main line
- 7) Malfunctioning locks

These are examples which we **do not consider** emergency situations:

- 1) Lockouts when you have lost or misplaced keys – call a locksmith
- 2) Appliance repairs (with the exception of the refrigerator)
- 3) Roof leaks
- 4) Heating and air conditioning problems except in extreme temperatures

### TROUBLE SHOOTING AT HOME Handy Reference Guide

#### CONCERN

Smoke Detector won't work when tested  
Smoke Detector beeps softly on and off  
No power to plugs or switches

Garbage disposal won't work

No hot water

Hot water "Too Hot"

Faucet or toilet leaks

No heat

Dishwasher won't drain

Refrigerator too warm or too cold

In the case of freezing weather

#### CHECK BEFORE CALLING MAINTENANCE

Notify Maintenance  
Check and replace batteries  
Check breaker panel or fuse box.  
Check and reset GFI splug. Check if plug works off wall switch.  
Push reset button on disposal.  
Use Disposal Allen Wrench to turn (from bottom of disposal)  
Check thermostat on hot water tank  
Check breaker panel or fuses  
Check thermostat on tank and turn down if too high  
Turn off water fixture and notify Maintenance  
Check thermostat. Check any button or pilot lights. Furnace covers on correctly?  
Clean food out of bottom if any, then if not call maintenance  
Check thermostat, set correctly (it takes 24 hours to correct) Then if not call maintenance.

Disconnect outside hoses. In extreme cold leave water dripping hot and cold on all faucets. Leave cupboard and pantry doors open where pipes are exposed.