

Emergency Maintenance

HELPFUL DOCUMENTS

For after-hours maintenance emergencies, please submit a work order through your online portal and call [888-502-9685](tel:888-502-9685) to reach our emergency line. If prompted, please leave a message with details of the issue. Non-emergency requests will be handled the next business day.

The following are examples of emergency maintenance situations:

1. Sewer backup or no working toilets

If the sewer line is backed up and no toilets in the home are working, this is considered an emergency. However, if your home has more than one bathroom and at least one toilet is functioning properly, it is not considered an emergency.

2. Water leak or broken water line requiring shut-off

If there is a major water leak or a broken water line that requires the main water supply to be turned off, this is an emergency. Many plumbing fixtures have individual shut-off valves (sink, toilet, water heater, etc.). If safe to do so, please turn off the affected valve to help reduce damage. We recommend locating these shut-off valves when you move in.

3. No heating or cooling

A complete loss of A/C during hot weather or no heat/water heater during cold weather is considered an emergency. If one system is working (for example, one A/C unit in a home with multiple systems), it is not considered an emergency. Please also check and regularly change air filters, as dirty filters can cause system issues. In extreme temperatures, systems may temporarily freeze; if this happens, turn the unit off for 4–6 hours before trying again.

4. No electricity (not due to nonpayment)

A full loss of power not related to nonpayment may be an emergency. Please check your breaker box inside the home (and any exterior panel if applicable) and reset any tripped breakers. Many outlets in kitchens, bathrooms, garages, and outdoor areas also have GFCI reset buttons. Checking these first may resolve the issue quickly.