

# Routine versus Emergency Maintenance Requests

If you have an emergency maintenance request, please call the emergency maintenance phone number at (434) 971-6811.

Management Services Corporation identifies three different levels of maintenance requests including emergencies, semi-emergencies and non-emergencies. If you contact the Maintenance Department after hours utilizing the emergency maintenance phone number listed above, you will be prompted to identify whether your maintenance request should be classified as an emergency, semi-emergency or non-emergency according to the following options:

## **Option 1 (Voice Mail Choice #1):**

Emergencies: A maintenance technician will respond immediately, 24 hours a day. Examples of emergency maintenance requests are listed below. In the event one of the following emergencies occurs, please call the emergency maintenance phone number as soon as possible. Emergency maintenance items may include but are not limited to:

- Total loss of electrical power
- Burst plumbing or flowing water
- Water leaks as a result of heavy rain
- Security problems including but not limited to broken locks, broken glass, loss of exterior lighting)
- Smell of gas (after contacting emergency maintenance, please call the gas company at (434)293-9164
- Any maintenance items with the potential to cause damage or harm
- Loss of heat
- Sewer back-up

## **Option 2 (Voice Mail Choice #2)**

Semi-Emergencies: A maintenance technician will respond within 24 hours. Examples of semi-emergencies may include but are not limited to:

- Loss of hot water
- Inoperable refrigerator
- Inoperable oven or range
- Clogged toilet (please attempt to unclog the toilet by plunging first)
- Clogged sink
- Clogged tub

## **Option 3 (Voice Mail Choice #3)**

Non-Emergencies: A maintenance technician will respond during regular weekday business hours. Examples of non-emergencies may include but are not limited to:

- Inoperable dishwasher
- Inoperable garbage disposal
- Loss of air conditioning (emergency response will be at the discretion of management)
- Inoperable washer/dryer
- Inoperable pilot light on range