FAMILY SITE
EMERGENCY WORK ORDER

Emergency work orders address an immediate threat to life, health and safety to the resident or to property, or are related to fire safety.

- Gas leak
- A non-working Air Conditioner unit is an emergency if a request for air conditioning maintenance is made when the outside temperature is at least 90 degrees Fahrenheit.
- Loss of Heat is an emergency if a request is made when the outside temperature is below 60 degrees Fahrenheit
- Loss of power to all circuits in an area. Maintenance may walk you through checking the breaker box to see if a breaker has been thrown. (If one outlet of many is affected this will be classified as a lower priority and be completed the next business work day)
- Smoke (call 911 and then maintenance)
- Fire alarms (call 911 and then maintenance)
- Continuous leaks that may result in damage to apartment (If leak can be contained it should be by turning off water source. Maintenance can instruct you as to where the turn off valve is)
- Stove not working (all burners and oven, not just one burner)
- Broken windows or doors that cannot be secured
- Door failure (broken lock, door jamb, etc.)
- Clogged drains (overflowing)
- Locked out of apartment (you will be charged)
- Electrical outlet smoking or sparking

NON-EMERGENCY WORK ORDER (DO NOT CALL MAINTENANCE)

Contact office on next business workday to put in a work order

- Drains that can be secured by turning off water
- Leaks that only result in overflow of water (If the pipes are leaking under the sink, place a bucket to catch water and call in a work order the next business day)
- Broken toilet seats are not considered an emergency
- Loose fixtures
- Water damaged ceiling tiles, broken or loose
- Leaking washer

All work order should be called as soon as you discover it is needed. Please do not wait until 4:30 pm to call in a work order when you've known all day that the work needed to be done.

The emergency **after hours** maintenance phone number is (501) 733-1719.

The office work number for the Family Site is (501) 327-0156 ext. 107 or 116.