

24-Hour Emergency Maintenance



To avoid any confusion, the following is a list of situations that are valid emergency maintenance requests. When you call the after-hours emergency phone, a technician will inform you if your situation requires immediate attention.

- No heat in cold weather, 40 degrees or below
- Freezing pipes
- No cooling in hot weather, 80 degrees or above
- No heat or cooling in any type of weather for the elderly, people with illness, or people on life-support
- Broken window or break-in, after police report. Please provide documentation.
- At request of law enforcement
- Running water
- No hot water
- No bathroom facilities
- No electricity
- Gas smell
- Unsecured door that cannot be locked due to mechanical failure
- Sewer blockage
- Broken garbage disposal causing back-up
- If Maintenance arrives and determines that the call was a non-emergency situation, a service fee of \$50 will be added to your ledger.
- If you call emergency services for a lock-out and maintenance responds, your ledger will be charged \$50. Please remember to call the office at 888-525-4455 for lock-outs.

IMPORTANT: To reach emergency maintenance after hours, call or text 563-322-5000. Please provide your name, building, apt # and emergency. For maintenance issues during normal business hours, please fill out a maintenance request form.