



## EMERGENCY SITUATION

- Clogged Toilet (in units with only one bathroom)
- Plumbing is Backed Up
- Smoke/Carbon Monoxide Alarm (check batteries)
- Water Leaks
- Flood
- Gas Leak
- Fire (CALL 911)
- No Running Water
- No Power
- No Air Conditioning (if it is above 80° inside)
- No Heat (if it is below 60° inside)
- Refrigerator Malfunction (in units with refrigerator provided)
- Weather Damage (safety hazards only i.e, shattered windows or lights)
- External Damage to Building (safety hazard i.e, roof or wall damage)
- No Hot Water/Water Heater Beeping
- Garage Out of Order (only when a vehicle is inside)
- Unsecured/Broken Door
- Lockout (after hours \$100 re-entry fee)

**CALL PROPERTY MANAGER AT 479-640-6130 FOR EMERGENCIES**



## NON-EMERGENCY SITUATION

- Clogged Toilet (in units with more than one bathroom)
- Burnt Out Light Bulb
- Non-operable Appliances (stove/dishwasher)
- No Air Conditioning (if it is below 80° inside)
- No Heat (if it is above 60° inside)
- Exterior Parking/Street Lights Out
- Vandalism or Noise Complaints (Call Rogers PD 479-621-1172)
- Rent Payment Issues
- Parking Issue

**ENTER MAINTENANCE REQUEST AND CALL OR EMAIL PROPERTY MANAGEMENT**

Black Hills Gas Leak Phone Number: 888-890-5554

Please enter a maintenance request with as much information as possible and a good callback number.

