

E m e r g e n c y I s s u e s

911 Emergencies

In case of:

Illness

Fire,

Person Stuck in Elevator,

Physical Dispute,

Altercation,

Threat or

Vandalism.....call 911

Maintenance Emergencies

1. Maintenance emergencies are:

No Water

No Hot Water (how long has the water been running?) *Please check*

No Heat (if below 60 degrees outside)

No working Toilet (if one toilet)

Water Leak

No A/C (if above 80 degrees outside)

Lock out (if you are not on key trac)

(Please verify that the call is an Emergency, ask questions.)

If it is not listed here; then it's not an emergency

(Please complete a service request form instead)

2. Calling the Maintenance Staff - There is a NEW SYSTEM for contacting the Maintenance staff.

1-301-370-8412 – Derrick

Alt 1-202-528-0103

Please provide the work order request, apartment number and the resident's telephone numbers.

3. If the resident calls back stating no response; then call the property manager.