

Repair and Maintenance Policy

Emergency Repairs – ex: flooding, loss of heat in winter, leaking gas

- **EXPECT IMMEDIATE RESPONSE & EMERGENCY REPAIR ASAP**

Major Maintenance – ex: clogged drains, inoperative hot water heaters, further repairs to an emergency repair, water won't drain from washer, major leak, refrigerator quits working

- **EXPECT RESPONSE WITHIN 24 HOURS & REPAIR OR REPLACEMENT AS SOON AS POSSIBLE AS GATHERING PARTS AND MATERIALS WILL ALLOW**

Minor Maintenance – ex: dryer won't heat/dry, minor leak/drip, refrigerator is not working well, constant low water pressure, dishwasher quits working, Air Conditioning

- **EXPECT RESPONSE WITHIN THE WEEK & REPAIR (IF REPAIRABLE) OR REPLACEMENT (IF IT CAN BE REPLACED) WITHIN A MONTH**

Minor Issues – ex: intermittent low water pressure, ceiling fan or light won't work, one burner on the stove quits working

- **EXPECT RESPONSE IN A NON-URGENT MANNER & REPAIR (IF REPAIRABLE) TO OCCUR AT CONVENIENCE OF LANDLORD'S SCHEDULE**

Tenants are required to notify Landlord of all maintenance issues that could cause further damage to property if not addressed. Tenants shall be responsible for costs to repair the damages to the property beyond the initial issue, if they do not notify Landlord. Furthermore, if Tenants notify Landlord, but are then uncooperative in the access of the property to rectify issues, Tenants shall be responsible for costs to repair the damages to the property beyond the initial issue.