



**At Home**  
Real Estate Services, Inc.

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## EMERGENCY PROCEDURES AND MAINTENANCE REQUESTS

We want to make sure your home is maintained and that maintenance emergencies are dealt with quickly. To help us do so, if you require maintenance that is not an emergency, please complete an online work request. **In case of an emergency call 1-855-559-5525.** Please keep in mind – Any tenant abuse or neglect will be a charge to the tenant. Glass repair or replacement is always a tenant charge.

The following are some guidelines as to what constitutes a maintenance emergency. An emergency is anything relating to the property that is threatening to life, health of the property and can not wait until the next business day for repair.

1. **Fire:** Call the 911/Fire Department at once – and then notify our office.
2. **Clogged Toilet:** This may be considered an emergency ONLY if there is only one toilet in the home AND you have made every effort, including plunging, to clear stoppage yourself. If clogged by tenant, it will be a tenant charge. In any case, when overflowing, turn off the water valve behind the toilet, shut the lid and clean up any mess.
3. **Broken Pipe:** Turn off the water valve to the broken pipe or the exterior water main, if you can locate it, until a contractor arrives. Please do everything in your power to contain any leaking or flooding and if necessary, contact other residents who may be affected by the leak.
4. **Hot Water:** This may be considered an emergency ONLY if there has been no hot water for an extended period of time. Contact your utility company (If Colorado Springs Utilities the number is 448-4800) to have the pilot light checked prior to calling in an emergency work request. In the event of no hot water and it is not during a contractor's normal business hours, we may be unable to repair the problem in as timely a manner as we would like, so be resourceful and heat pots of water on the stove, etc.
5. **Heater/Furnace Repair:** This may be considered an emergency ONLY if the outside temperature is falling below 50 degrees. In the case of electrical outage, check all fuses or circuit breakers, contact your Utility Company to have the pilot light checked prior to calling in an emergency work request.
6. **Gas Odor:** (Important note-natural gas has the unmistakable odor of rotten eggs.) If you suspect an appliance is leaking gas, turn off the appliance and turn off the gas supply to that appliance (you should be able to find a shut-off handle somewhere on the supply line). If you smell gas (a rotten egg smell) contact your Utility Company.
7. **No Electricity:** This may be considered an emergency ONLY if there is not electricity throughout the entire house and:
  - A. The Resident has called the Utility Company outage line and the Utility Company is not at fault.
  - B. After Resident has checked all circuit breakers by flipping them hard to the OFF position and then hard to the ON position and has reset any and all GFI breakers. (These are the little buttons sometimes found on outlets in bathrooms, kitchens, laundry rooms, or garages) OR any fuses have been checked and replaced if burned out. Partial outages do not constitute as an emergency. If a wall switch or outlet begins to smoke or smell like it is burning, turn off the switch or unplug items from the outlet and turn off the circuit breaker or remove the fuse.

**Broken Doorknob, Lock or Window:** This may constitute as an emergency ONLY IF IT PREVENTS THE RESIDENT FROM PROPERLY SECURING THE UNIT. If temporary measures can be taken until normal business hours, residents should wait until the next business day to contact management.

**Lock-Outs:** Owner is NOT responsible for Residents who have locked themselves out of the unit. It is the Resident's responsibility to contact a locksmith to gain entry. THE LOCK MAY NOT BE CHANGED unless absolutely necessary – and it is the Resident's responsibility to ensure that if a new lock is required that the owner is given the new key for safety and security reasons within 24 hours.

The above issues are the basic calls, which MAY constitute an emergency. If you have a situation other than these which seems immediately hazardous, damaging or detrimental, please submit a work request through your portal or if after hours, follow the directions on this form and your lease to obtain emergency contact information and personally report the emergency.

Initials \_\_\_\_\_

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**The following maintenance issues are NOT generally considered emergencies:**

Refrigerator not working: At Home Real Estate Services is not liable for loss of food caused by appliance breakdown.

Oven not working

Lock-outs

Pest control

A/C Repair: If the outside temperature is exceeding 90 degrees. Open the windows and turn on a fan. Contact the office for a "routine maintenance request". It is not an emergency.

Missed Appointments, neglect and unnecessary service calls: The resident is responsible for the payment of any invoice for repairs caused by their misuse or neglect. The resident is also responsible for the payment of any service call charged by the contractor for:

1. A missed appointment
2. For not providing access to the unit when requested
3. For not leaving any keyless bolting devices unlocked and or not following other instructions resulting in the contractor not being able to enter.
4. In the event that there is a pet that the contractor feels is threatening in any way.
5. For other reasons that are clearly the fault of, and/or the control of, the residents that do not allow the contractor to comply with the work request.

Residents may cancel or reschedule an appointment by calling the contractor directly.

We do not schedule appointments for the contractors. This must be done when the maintenance worker contacts you. The contractors may schedule on a first served basis, except in emergencies. Depending on the kind of work that needs to be done, it may take up to 2 weeks for a maintenance request, except in emergencies.

We are here to maintain the property in a safe and habitable condition and to service you and your needs as efficiently as possible.

**In case of an emergency call 1-855-559-5525 (fire, flood & no heat)**

We appreciate your compliance to these guidelines.