



## **24 HOUR EMERGENCIES (CALL 586-422-4770)**

As a service to our Residents, we offer 24-hour emergency service. Below is a list of potential incidents that would be considered a MAINTENANCE EMERGENCY. If any of these situations occur after business hours you must contact the emergency maintenance phone number (586-422-4770). **During an emergency you must leave a message. If a message is not returned, please email [ashley@garlandapartments.net](mailto:ashley@garlandapartments.net).** All other maintenance services that are considered a non-emergency will be handled during regular business hours. Maintenance hours are weekdays from 8am to 3pm.

Please Indicate:

- Your Name
- Address
- Phone Number
- Description of the emergency

### **MAINTENANCE EMERGENCY**

- No heat when outside temperature drops below 50 degrees (please check thermostat batteries before calling)
- No air conditioning when temperature is above 90 degrees (please check thermostat batteries before calling)
- Frozen pipes
- No water
- Appliance leak only, which causes flooding (example; a dishwasher or washer malfunction). Routine malfunctions of the stove, microwave, refrigerator, dishwasher, washer and dryer are not considered an emergency.
- Broken Windows
- Water leaks and floods
  - please be aware of the locations of your water valves
- No electricity
  - Please be aware of the location of your breakers and if switches are “off.”
  - DTE (Detroit Edison) Phone is 800-477-4747 in case of power outage
  - If it is a bathroom outlet issue – outlets have universal GFI switch in lowest bathroom
  - Please notify Garland Apartments’ management so we may identify if it is a community issue
- Changing locks after business hours will result in a fee of \$100 per lock. If this is due to tenant’s negligence, higher fees may be accounted for and assessed at the time of request).
- Plumbing Problems
  - Please be aware of the valves behind toilets, the valves under all sink and vanity cabinets.
  - Toilets must be use for human sanitary waste only. Anything found in pipes **will** result in a fine.
  - Garbage disposal and drains must only be used for their intended purpose. Any foreign objects found in pipes **will** result in a fine.
  - Residents are highly encouraged to have their own plunger.
- Fire
  - Dial 911. Then contact Garland Apartments’ Manager.
- Suspected Gas Leak
  - Leave the premises and call 800-477-5050
  - Notify Garland Apartments’ Manager