

Maintenance Request Procedures (Revised)

Property Manager --- 502-640-0907/Office --- 502-897-6060/Fax --- 502-895-7696
Maintenance request emails only--- FirstAmericanKY@gmail.com

We, at First American Realtors, pride ourselves in providing quality housing and exceptional service to current and future tenants in the Louisville Metropolitan Area. We take every reasonable measure to provide timely responses to any maintenance issues that may arise. We value your business and want to streamline all emergency and non-emergency maintenance requests, so we have adopted new rules and regulations.

***Please remember that we do not have a 24-hour “hotline” or maintenance staff. We are a business and keep business hours. All work is performed by outside contractors. If a voice message is left after hours, you may not be contacted until the next business day. Therefore, it is not necessary to make repeated calls and leave multiple messages with the property manager or office. The property manager is not “on call” after hours. If your situation is an emergency, as examples are listed below, you may call the corresponding service provider phone number. ***

Normal Business Hour Emergency and Non-Emergency Procedures

During normal business hours, Monday thru Friday 9 a.m. to 5 p.m., please call the property manager or office for any emergencies such as a water leak caused by a broken pipe that you cannot shut off, or an electrical problem that creates a dangerous situation, and your call will be returned in a timely manner.

ALL non-emergency *maintenance* requests **must be submitted in writing** via our email address, not by phone. **NO EXCEPTIONS!** Please include your name, address, maintenance request, and valid contact number. If you don’t have access to the Internet, you can mail or fax a request to the office. Non-emergencies such as, no heat or A/C or no hot water, may be called into the property manager during business hours. All requests will be kept in a file until the job is completed.

After Hour Emergency Procedures

We hope that during your tenancy you will never experience an emergency with your residence. In the event that you have an emergency, please place the safety of your family ahead of all other concerns. Should you have an emergency that **occurs during non-business hours**, please call the property manager and leave ONE message explaining the situation so that we can follow up to see that the repairs were done properly. You can then attempt to contact one of the emergency service providers listed below. **DO NOT** call one of the emergency service providers repeatedly. They have voice mail. Leave one message and they will contact you when they receive your message.

Emergency Service Providers:

Sewer Back Up – Advanced Plumbing/502-639-3912

Plumbing –McVey Plumbing/502-239-5646

Electrical – Beavin Electric /502-366-3996

Heating and A/C – All Season Heating and Air/502-592-0932

Water Extraction – Absolute Carpet /502-541-2788

These providers are only to be contacted after hours and weekends. If any other service provider other than the ones listed above is used, it will be the responsibility of the tenant to pay for the service and at no time will the payment be deducted from the tenant's rent. If any provider determines that the tenant caused the problem, it shall be their responsibility to pay for services rendered.

Emergency Procedures:

In case of a fire call 911 and request assistance.

In case of a burglary, prowler, or trespasser, call 911 and request assistance.

In the event the neighbors are unruly and disturbing you, call 911 and ask for assistance.

In case of a power, water, sewer or telephone problem, call the appropriate utility.

Examples of Emergencies

- A. Smoking, sparking or shocking electrical outlets
- B. Badly leaking water, i.e. a ruptured hot water heater, or a broken water line
- C. Total electrical failure
- D. No heat or A/C (in extreme weather conditions)

No heat or A/C: If your Heat or A/C stops working, check the circuit breaker to see if it's been tripped. Next, check to see if the furnace filter needs to be changed. If you still have no heat or A/C call the property manager and leave ONE message explaining the situation so that we can follow up to see that the repairs were done properly. After hours and weekends, call the emergency heating and A/C number.

Electrical Problems: DO NOT CONTINUE TO USE AN ELECTRICAL PLUG, SWITCH, FAN, LIGHT FIXTURE, APPLIANCE OR CIRCUIT BREAKER THAT IS HOT TO THE TOUCH, SMOKING, OR SPARKING. Turn off the circuit breaker that controls the problem circuit and if that does not solve the problem contact the emergency electrical contact. In the event that an electrical plug, switch, fan, light fixture, appliance or circuit breaker is not functioning properly, IMMEDIATELY DISCONTINUE USING IT, call the property manager and leave ONE message explaining the situation so that we can follow up to see that the repairs were done properly. After hours and weekends, call the emergency electrician number.

Water Leaks: In the event your hot water heater is leaking or another water pipe inside the house is leaking, shut off the water supply to the fixture or appliance if possible. If necessary, shut off the main water supply to the house until the leak is repaired. If the leak is serious and is likely to cause damage, call the property manager and leave ONE message explaining the situation so that we can follow up to see that the repairs were done properly then call the emergency plumbing number.

After Hour NON-Emergency Procedures

Examples of Non-Emergencies

These are non-emergencies, and you will be contacted the next *business* day:

- A. No hot water
- B. Leaking roof— a roofer will not come out in the middle of the night or in the rain to make repairs. Use any means necessary to collect water and move or cover belongings you don't want water damaged. A roofer will be contacted and will make an appointment with you to fix the problem
- C. Appliances not working
- D. Clogged drains are not our responsibility unless it was caused by something other than the tenant's actions
- E. Pest Control – please notify us if there is a possible termite problem. Any other pests are not the responsibility of the landlord. This includes spiders, roaches, wasps, bed bugs, ants, etc. that take residence inside or outside your home. Tenants may call a pest control company at their own expense.

Clogged Drain Lines: In the event a drain or toilet backs up, you may have tried to force something through the pipe or drain that will not fit. You can try clearing the pipes using a plunger. Be warned that chemical drain cleaners contain dangerous chemicals and can cause personal injury and damage to the plumbing if not used properly. Should the plumbing need repair, or replacement because of damage due to chemical drain cleaners, the cost of repairs would be your responsibility. Drains clogged by your use are your responsibility. You may call a plumber or drain cleaner at your expense at any time to unclog your drains.

Water Heater: If the water heater is not heating the water properly, make sure the pilot is lit if it's a gas water heater. If it's electric, check the circuit breaker. If this doesn't remedy the situation, you may leave ONE message with the property manager and it will be addressed the next business day.

We must also emphasize the importance of purchasing a renters insurance policy, as required in the tenant handbook, to protect your belongings in the event of loss or damage. The landlord's policy protects the building, not your personal property.

Thank you for taking the time to familiarize yourself with these rules and regulations.