



AFTER HOURS EMERGENCY NUMBER: 434.455.8292

Office Hours: 9:00 AM – 5:30 PM Monday through Friday

After Hours: After 5:30 p.m. until 8:00 a.m. Monday through Friday

Weekends, Holidays, and Snow days.

The following is a list of EMERGENCIES if they occur outside normal business hours:

(Please note non-emergency calls will result in a \$25 charge to the Resident)

- Disturbances such as noise or policy violations (i.e. pool violations) call 911 and report to your manager the following business day.
- Fire – call 911 first
- Water Leaks that cannot be contained in a bucket (including Air Conditioner drain line)
- No Heat and overnight average temp outside is less than 55 degrees
- No Water
- Faucets, tubs, or toilets that won't turn off
- No electricity or electrical problems (in your apartment only – not community-wide)
- Smoke alarm(s) sounding in the building
- Toilet clogged (after Resident has plunged and apartment only has one toilet)
- Natural gas odor in the apartment building (if smell is strong, leave immediately. Do not operate any electrical, battery, or mechanical devices, including phones. THEN call the emergency number from another location.
- Safety issues: a) Lights out causing total darkness
b) Exterior doors that won't lock or are not secure
c) First floor windows not locking
- Lock change for security reasons (Unless lock is defective, a resident charge of \$95 will apply)

The following is a list of NON-EMERGENCY MAINTENANCE ISSUES:

(Call, email, or leave a voicemail at your office)

- Dripping faucets
- Stove or oven not working
- No Air Conditioning
- No hot water
- Refrigerator not working
- One clogged toilet and other toilet works
- Common area light out (but other lights in the area are working)
- If someone is parked in your assigned space, you must contact Bee-Line towing directly. Any calls to the Answering Service for such matters will result in a \$25 Resident charge.

Contact Information:

Kendall Square Office: 434.237.2544

Huntingwood Office: 434.384.5948

Forestbrook Office: 434.239-0088

County Green Office: 434.237.5732

Landover Place Office: 434.847.4317

Princeton Office: 434.845.7891