



MAINTENANCE PACKET

All **regular** maintenance requests can be submitted through your online portal at www.indigopointeliving.com. You may also submit requests via email, phone or at the leasing office in person. If there is a maintenance **emergency** during normal business hours you must call the office directly. If no one is available to take your call please leave a message for emergency maintenance.



Afterhours Emergency – Call the Office (717-417-6531); you will hear several options, press the option for emergency maintenance. You will then be prompted to leave a message. When leaving a message; please be to clearly state your name, address and a phone number to call back. Also explain what and where the problem is and be as specific as possible! For Emergencies, please make sure that you are available to answer your phone when we call you back. We will normally call back within 15 minutes! Please see examples of what is considered “emergency” below...

- **NO HEAT** (*only if the temperature is below 60 degrees in home*)
- **NO ELECTRICITY** (*please check your breaker before calling*)
- **Broken Windows/Door** (*charges may apply*)
- **Lock Out or Broken Locks** (*\$50 charge*)
- **Uncontrollable Water Leaks** (*if possible, please turn “off” the main shut off where the water originates until you speak to someone from maintenance*)
- **ENTIRE Refrigerator not working**
- **NO AC** (*only if temperature is above 80 degrees in your home*) **Please keep in mind your AC unit typically will not cool your home less than 20 degrees of the outside temperature. Ex: If it is 90 degrees outside, your home may only cool to approx. 70-75 degrees. By turning your thermostat down lower will only cause the unit to run continuously which will eventually cause the unit to stop completely and result in significant repairs or replacement.*

Non-Emergencies (*during or after business hours*) – When the service prompts for a number press it, listen to the message and you will then leave a message stating the address, what and where the problem is and be as specific as possible! **By calling in a non-emergency maintenance request you are authorizing us to access your apartment the next business day, unless otherwise noted in your call. Please remove all personal items from the work area if possible & be sure to secure dogs/turn off security system.** (*Maintenance will not use a code to arm or disarm your security system, it must be turned off*)

***Any emergency call that does not pertain to this list will be charged a \$50 admin fee.**

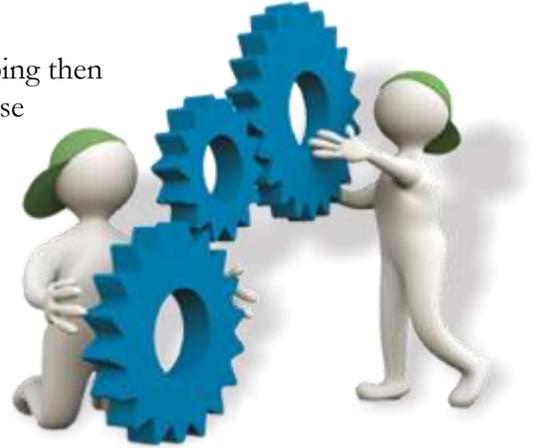


SMOKE DETECTOR ISSUES

If the detector is chirping, please replace the battery. If it stops chirping then you are done. If replacing the battery did not solve the problem please go to “disconnect instructions” below.

You must use **HIGH GRADE** batteries, if you do not this will cause a false alarm/beeping.

If the alarms are going off, locate the alarm that is going off by itself, look for a flashing red or yellow light and then follow “disconnect instructions” below.



Disconnect Instructions – Take the alarm down by twisting the alarm while slightly pulling down. Remove the wiring connector; then remove the battery by pulling the little pull on the side of the detector. The battery will then be disconnected from the alarm. Press the button on the front of the alarm to drain any power still in the unit. Call in or visit the office to open a work order to get the defective alarm replaced.



Working
**SMOKE ALARMS
SAVE LIVES**
Change Your Clock, Change Your Battery