

# RRHA Maintenance Service

**PLEASE CALL THE OFFICE at (512) 255-9159 ext. 202 or 204**

**During regular business hours** for **ALL** maintenance work orders.

Hours Monday-Thursday 9:00AM-4:00PM, Friday 9:00AM-12:00PM.

If you are directed to the voicemail please leave your name, unit address, telephone number, and a description of your maintenance issue. Please be advised that the maintenance team CANNOT enter your apartment if anyone under 18 is home alone and/or if dogs are unsecured.

All non-emergency work orders are processed as soon as possible. Allow 3 business days for maintenance to assess your work order.

## **AFTER-HOURS EMERGENCY SERVICE PROVIDER (512) 652-6289.**

After-hour maintenance work orders **only apply for emergency maintenance** (See guideline below).

For emergency maintenance work orders between the hours of 4:00PM-9:00AM, Monday-Thursday, Friday 12:00PM-9:00AM and anytime the administrative/management office is closed, please call the emergency maintenance line.

## **EMERGENCY MAINTENANCE GUIDELINES:**

The following issues qualify as after-hour maintenance work. Your message will be delivered to the On-Call Maintenance team member. **Please Note: A \$50.00 charge will be assessed for non-emergency calls responded to as an emergency.**

### **GAS LEAKS**

Gas leaks, either inside or outside of the unit (smell or sound) – **DO NOT** turn on any electrical switches, **DO NOT** use the phone in the unit, Exit unit immediately, then **call the after-hours service provider (512) 652-6289.**

### **ELECTRICAL**

- Any major electrical problem or power outage (if smoke is visible).
- Smoke alarm will not shut off or reset (Beeping constantly).
- Refrigerator/freezer not keeping food cold and RRHA will not reopen within 24hrs. Refrain from opening the refrigerator door should it stop working in the middle of the night. Usually the cold air will stay for a few hours.

### **NO POWER**

- All lights are out in resident's apartment or electrical outlet for refrigerator is out.

### **WATER LEAKS**

- Any water leaks that cannot be contained in a bucket until the next business morning or any water leak that may be causing structural damage.
- Leaking water heaters.
- Broken water/sewer pipes, either inside or outside of the unit.
- Flooding - Make sure to move all possessions out of harm's way and turn off the water valve to stop the flow of water.

## NO AIR/HEAT

- No air-conditioning when **outside temperature** is over 80 degrees. Please note that AC work cannot be performed on air conditioners in rain, lightning or at night
- No heat when **outside temperature** is under 50 degrees.

## SEWERS

- Any major sewer back-ups or non-working.
- Toilet is clogged and there is only one bathroom and Maintenance Department will not be available for over 8 hours. (Resident will be charged for service)

## BURGLARY/VANDALISM

- Broken-out window glass/doors (police report must be filed). Call 911 first! Then alert the maintenance department about this issue.

## OTHER

- Snow or ice and residents are unable to get out of unit.
- Fire – Exit unit immediately, call 911 first! Then alert the maintenance department.
- Flooding, Windstorm, Hail or Rainstorm damage (Severe storm damage).
- Collapsing Wall/Ceiling.

## SERVICE CALLS WHICH ARE NOT AN EMERGENCY:

- Tub is clogged and the Maintenance Department will be open for business within 24 hours (Resident will be charged for service).
- Furnace (Heater) is not working and the temperature is not below 50 degrees and the Maintenance Department will be open within 24 hours.
- Air conditioning is not working and temperature is not above 80 degrees and the Maintenance Department will be open within 24 hours.
- Hot water heater is not working and Maintenance Department will be open within 24 hours.
- Stove not working and the Maintenance Department will be open for business within 24 hours.
- Kitchen or bathroom sink is clogged. (Resident will be charged for service).
- Washer drains clogged (Resident will be charged for service).
- Pest control problems.
- Lock change if no police report has been filed regarding a break in.

## LOCK OUTS

- Lock outs are NOT considered an Emergency. **Resident lock outs are only performed during office hours for leaseholders.** Minor occupants can only be provided entry with leaseholder permission. If a lock change is necessary, there will be a **fee of \$25.00 to be paid in advance.** Tenant must have photo identification.
- Should you be in a situation where you accidentally lock yourself out of your home during after-hours, please contact a locksmith at your own expense.

*If your problem is not listed above, please call the office at (512) 255-9157 ext. 202 or 204 and leave a message in the mailbox. We will happily address all other service calls during normal business hours.*

**Please Note: A \$50.00 charge will be assessed for non-emergency calls responded to as an emergency.**