

ARRK Property Management LLC

Emergency / Urgent Maintenance Instructions

Purpose

This document is provided to help residents understand how to respond to emergency and urgent maintenance issues and how to contact management when prompt attention is needed.

1. Life Safety Emergencies

If there is a fire, gas odor, medical emergency, crime in progress, or any situation involving immediate danger to persons or property, call **911** immediately.

- Fire or smoke
- Gas smell or suspected gas leak
- Medical emergency
- Active criminal activity
- Immediate electrical danger such as sparks, smoke, or burning odor

2. Urgent Maintenance Issues

Urgent maintenance issues are problems that may cause immediate property damage, create unsafe living conditions, or materially affect habitability.

- Active water leak or flooding
- Sewer backup
- No water service
- No toilet functioning, if the unit has only one toilet
- Electrical issue creating an immediate hazard
- Exterior door or window that will not lock or secure properly
- Air conditioning failure during extreme heat, when applicable
- Refrigerator failure, if landlord-provided and requiring prompt attention

3. Non-Emergency Maintenance Issues

Non-emergency maintenance issues should be submitted through the regular Maintenance Request form on the resident portal.

- Slow drains
- Minor plumbing drips
- Cosmetic issues
- Loose hardware or cabinet doors
- Appliance issues that do not create immediate risk
- General wear and tear items

4. What To Do First, If Safe

If it is safe to do so, residents should take reasonable steps to reduce damage before contacting management. Residents should not attempt repairs that may create additional risk or damage.

- Shut off the water supply to a leaking fixture or toilet
- Turn off power to an affected appliance if an electrical issue is suspected
- Contain minor water intrusion with towels or buckets until further instructions are provided

5. How To Report an Urgent Maintenance Issue

For urgent maintenance issues, contact management promptly and provide as much detail as possible.

- Full name
- Property address / unit
- Best phone number
- Description of the issue
- When the issue began
- Whether the condition is still active

If available, photos may also help document the condition.

6. After-Hours Guidance

After-hours issues should be reported only when they are truly urgent. Non-emergency issues should be submitted through the regular Maintenance Request form and will be addressed during normal business follow-up.

7. Resident Responsibility

Residents are expected to report maintenance issues promptly. Delayed reporting may result in additional property damage and may affect responsibility for damage where permitted by law and the lease agreement.