



Maintenance Emergency Guidelines

Maintenance Work Order # – (812) 541-2547

The following situations are considered maintenance emergencies:

Monday - Friday, after office hours (4:00 p.m. - 8:00 a.m.):

- Detection of a gas smell
- Furnace not functioning (before 6:00 a.m.)
- Electricity outage – Contact CenterPoint Energy at 800-332-7143 first
- Water leakage from the ceiling, into lower units, or from burst pipes
- Toilet overflowing or running continuously
- Water running from faucets in a solid stream
- Fire or smoke
- Damage to doors or windows due to a break-in
- Lockout from the rental unit (Charges may apply)
- Lack of hot water (Only considered an emergency if it occurs before midnight. After midnight, please call the office and leave a message.)
- Refrigerator not working (Only considered an emergency if it occurs before midnight. After midnight, please call the office and leave a message.)

Weekend Maintenance Emergencies:

- Detection of gas smell
- Furnace not functioning
- Electricity outage - Contact CenterPoint Energy at 800-332-7143 to verify if there is a power outage before contacting maintenance.
- Ceiling water leakage, affecting lower units or caused by burst pipes
- Toilet overflow or continuous running
- Faucets continuously releasing water in a solid stream
- Fire or smoke - Contact the Fire Department before reaching out to maintenance
- Door or window damage resulting from a break-in
- Rental unit lockout (Please note that charges may apply.)
- Lack of hot water
- Refrigerator not functioning
- Toilet malfunctioning or leaking
- Air conditioning not working due to electrical issues.