

**TO REPORT
AFTER HOUR MAINTENANCE EMERGENCIES
PLEASE CALL: (512)332-6097**

If your call is not answered, you must leave a detailed message at the above number stating your name, phone number and description of the emergency and the on-call employee will return your call as soon as possible. All non-emergency repairs must be reported to the administrative office at 512-321-3398 during normal business hours. Maintenance staff is **not** permitted to perform non-emergency repairs after hours and will not respond to these calls using this option.

After leaving a detailed message on the emergency number, you may also contact the following numbers if your call is not returned in a timely manner or you are unable to wait for a response due to the nature of emergency:

512-308-7998 (Geri) 512-229-8891 (Brandy) 512-360-5087 (Brandy) 512-304-5284(Other)

A maintenance emergency is defined as a condition that if not repaired promptly, could cause injury, threaten health or cause serious property damage, such as:
Fire, Broken Gas Line or Leak, Broken Water Lines or Leaks (fast flowing) or Flooding, Heating System Failure, Power Failures or Electrical Hazards, Sewer Failures, Water Heater Failure, Refrigerator Failure, Building Penetrations (broken windows, broken exterior doors, roofs, exterior walls, etc), Human Entrapment (child locked inside) or Lockout After-Hours or other conditions that might cause harm to the Resident or damage to the property.