

EMERGENCY SERVICE

We provide emergency service for the situations listed below. Please call 434-392-7440 to report the problem. Emergencies can be classified into one of three options:

OPTION 1:

Emergencies: We will provide an immediate response, 24 hours a day. In the event one of the following emergencies occurs, Sunchase's after-hours maintenance should be contacted right away:

- Total loss of electrical power (you should also contact Dominion Va. Power)
- Loss of heat
- Stopped up toilet, if it is the only toilet in the apartment
- Plumbing problems including flowing water
- Sewer back up
- Any leak including heavy rainwater
- No hot water
- Inoperable refrigerator or oven/range
- Air Conditioning – if the outside temperature is **above** 85 degrees, or there is a medical emergency
- No lights in the common areas, around buildings or hallways
- A noticeable gas smell, or odor, either inside or outside of the apartment
- Any kind of electrical sparking of the stove, electrical sockets, etc.
- Security problems (broken lock, broken glass, broken doors, burned out exterior lights)
- Anything that presents a serious threat to persons or property

OPTION 2:

Semi-Emergencies: Our maintenance staff will respond within 24 hours between Friday 5:00 p.m. and Sunday 5:00 p.m. (If a call comes in on a Sunday – Thursday night, Sunchase maintenance will handle it during normal weekday hours.) In case of the following, Sunchase maintenance should be contacted as soon as possible:

- Clogged commode (residents are asked to plunge first)
- Stopped-up sink
- Stopped-up tub
- Inoperable smoke detector

OPTION 3:

Non-Emergencies: will be repaired by Sunchase maintenance during normal weekday business hours.

Non-emergencies include but are not limited to the following:

- Inoperable dishwasher
- Inoperable disposal
- Inoperable washer/dryer
- Inoperable microwave
- Air Conditioning – if the outside temperature is **below** 85 degrees