

LEGACY MANAGEMENT

266 Chittenden Ave
Columbus, OH 43291

T 614-622-9811

legacymanagement@live.com

eastvillageosu.com
summithousing.com

ATTENTION TENANTS

EMERGENCY MAINTENANCE POLICY

If a emergency maintenance issue arises please follow the following procedures:

- 1) During normal working hours of **7:00am-7:00pm**, Call Legacy Management at 614-622-9811. PLEASE leave message if no initial answer and feel free to text if emergency. Emergency will be addressed promptly.
- 2) After business hours, weekends and holidays **from 7:00pm-7:00am** Legacy Management has contracted with The Wagenbrenner Company to handle emergency maintenance issues **614-496-5799 or 614-488-0671**. Emergency Maintenance situations are those that require immediate attention because they are already or will cause significant damage to the building, buildings contents, tenant property, etc. Also situations that could create unmanageable or unsafe conditions for tenants (please see attached page for list of Emergency examples):.

***If damage/repair is "tenant-caused" bill will be forwarded to tenant(s) and will solely be their responsibility.

If your maintenance request does not fall into this category please call 614-622-9811 or email legacymanagement@live.com and it will be addressed at opening of following business day.

Please save this paper for future reference.

Thanks,

Legacy Management Services

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Emergency maintenance service is available during non-business hours but is generally restricted to the following list of problems. The maintenance person responding to an emergency request will determine whether the situation warrants an emergency response or if it can wait until normal business hours which are from 7:00am - 7:00pm.

1) **Fire** - Call 911 immediately, then call emergency maintenance.

2) **Criminal Activity** - Call 911 immediately, then call emergency maintenance.

3) **Heating** - Furnace problems will be considered an emergency when:

- ▶ The outside temperature is below, or is forecasted to go below 60 degrees before the next business day.

4) **Cooling** - Air Conditioning problems will be considered an emergency when:

- ▶ The outside temperature is above, or is forecasted to go above 85 degrees before the next business day.

5) **Plumbing** - Plumbing problems will be considered an emergency when:

- ▶ There is any kind of water leakage that could cause property damage or could become a mold issue.
- ▶ A single kitchen sink or both sides of a double sink are clogged.
- ▶ A toilet clog if there is only one toilet in the home.
- ▶ A sewer backup of any kind

6) **Electrical** - Electrical problems will be considered an emergency when:

- ▶ There is a problem with the main service connection or the breaker box.
- ▶ If the problem is or could become a fire hazard before the next business day.

7) **Locks/Keys** - Problems will be considered an emergency when:

- ▶ Your entry door lock or deadbolt becomes defective

(There will be a service charge if you have lost your keys or locked yourself out of your home.)

Other - There are many situations that could qualify as an emergency maintenance issue but they are too numerous to mention specifically in this policy. The decision as to whether a situation will be considered an emergency maintenance issue will be decided by the maintenance person responding to the call and to Legacy Management Services.

THE EMERGENCY MAINTENANCE PHONE NUMBER IS 614-488-0671