



IS IT AN EMERGENCY... OR NOT?

**Start here: Something's wrong in your apartment.
Before you panic (or send a 2 a.m. text), ask yourself:**

1 Is anyone in danger right now?



Yes. → Call 911. Then notify management if the situation involves your unit or building (fire, break-in, gas leak, etc.).



No. → Go to Question 2.

2 Is there active damage happening to the property?

(e.g., water pouring, ceiling collapsing, smoke, no heat in freezing temps)



Yes. → Emergency! Call the emergency maintenance line immediately.



No. → Go to Question 3.

3 Is this preventing you from safely living in the home?

(no working toilet, no power, no AC in extreme heat, no lock on door)



Yes. → Emergency. Call it in.



No. → Go to Question 4.

4 Is this just really inconvenient or annoying?

(drippy faucet, running toilet, broken ice maker, one burner not lighting, loud neighbor)



Yes. → Not an emergency. Submit a standard maintenance request during office hours.



No idea? → Go to Question 5.

5 Could waiting a few hours make it worse?



Yes. → Call it in now. (Better safe than soggy.)



No. → It can wait until morning.



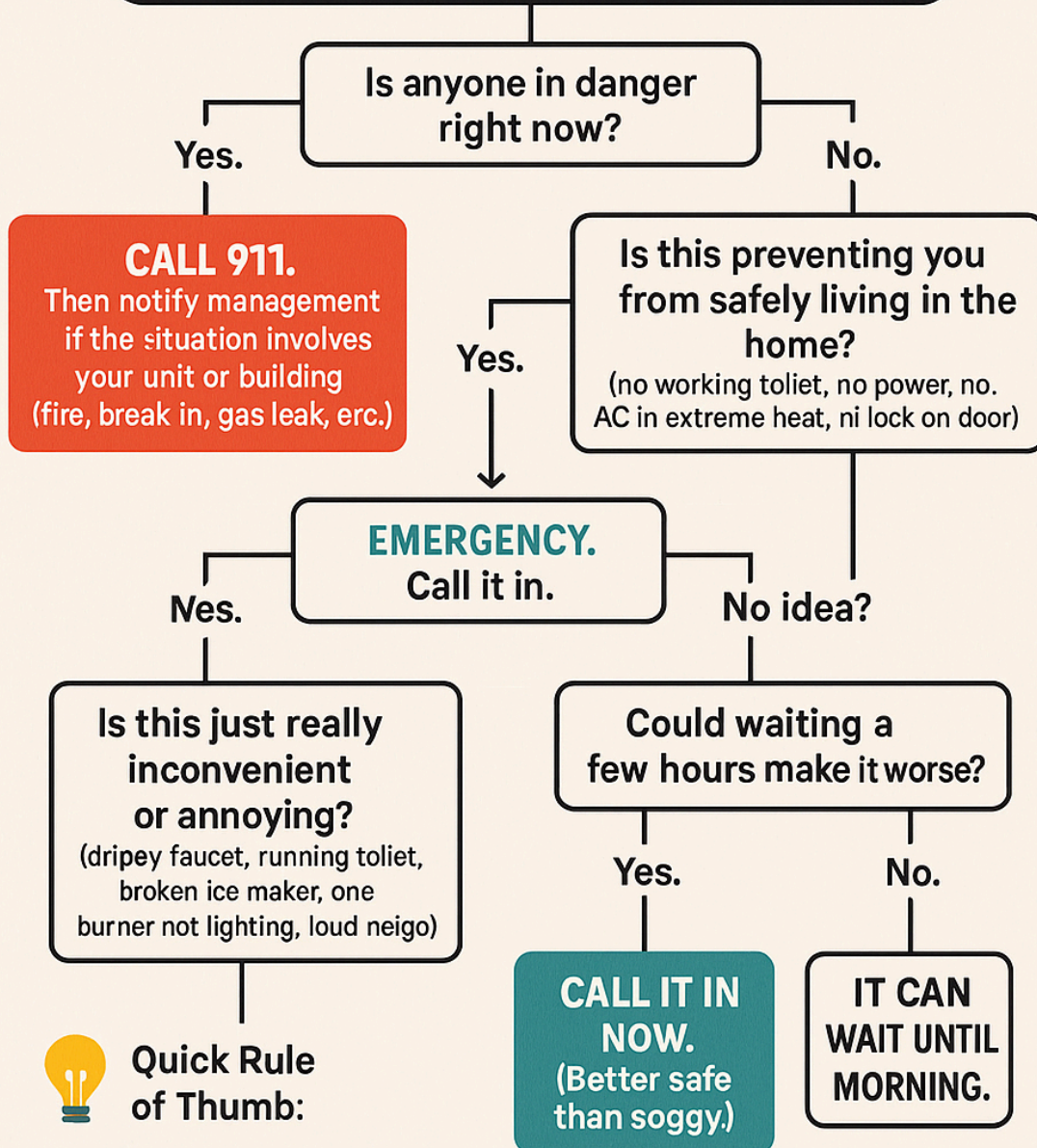
Quick Rule of Thumb

***If it's life-threatening, flooding, freezing, or fire-related, it's an emergency.
If it's gross, loud, or mildly inconvenient, it's not.***



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