



Answering Service Protocol

Below is a list comprised of calls that would require immediate service. Non-emergencies and calls not listed will be held as a message to deliver on the next business day by 10:00 a.m. Please note if your call does not fit within the list of emergencies, the answering service will not contact an on-call technician. Please keep this in your apartment where it can be referenced if need be.

Emergencies:

1. No heat or unable to maintain 67 degrees or more in apartment.
2. Flooding, such as a water heater, or water intrusion unnaturally into the apartment (from ceiling or through a closed window).
3. Gas odor call MG&E at 608.252.7222, then call the service.
4. Garage doors not opening or blocked access.
5. No electricity – contact MG&E for possible outage in your area. Burnt out bulbs are responsibility of resident.
6. Elevators stuck or not operating (if both are inoperable).
7. Overflowing sinks or toilets – please turn off water valve located underneath the sink/behind toilet. Please try to plunge the sink or toilet prior to calling the service.
8. No A/C or unable to maintain less than 80 degrees (a temporary space air conditioner will be provided until the next business day).
9. Lockouts – Contact The Locksmiths at 608-845-3410 to unlock your apartment for you. Residents are responsible for this cost.
10. Fire Alarm/ Carbon Monoxide/ Water alarm sounding. This does not include beeping smoke detectors due to low battery.

Non-Emergencies:

1. Noise disturbance – resident should contact police, then contact the property manager next business day.
2. Parking issues – someone parked in your parking stall, please find and use street parking temporarily until next business day.

Emergency Service: 608.258-0025