



# Maintenance Orientation

**All Timbers Maintenance is completed by Fort Drum Mountain Community Homes technicians.**

## *How to Request Maintenance or Repair*

There are three types of services orders for the Timbers.

Please make sure you read and understand these before you call for assistance.

### Emergency, Urgent & Routine

What is an emergency?

An emergency is a utility or structural system failure that may cause an immediate danger to residents or threaten to damage the property (such as flooding, heat loss in below freezing temperatures, breaks in water or gas lines, inoperable refrigerator, or utility outages.) If you have more than one bathroom, a clogged toilet is not an emergency. Clogged sinks will only be responded to as an emergency from 4pm, Friday until Noon, Sunday. All other times will be handled during normal business hours.

What is urgent?

Urgent issues that are not considered emergencies but have the potential to create damage to the property or result in substantial inconveniences to the family such as water leaks, or toilets / sinks not operating are responded to within twenty-four hours during normal business hours.

What is routine?

Routine maintenance requests are those items that are not categorized as emergencies or urgent such as leaky faucets, screen repairs, or closet door problems.

Reporting exterior problems (ie. street lights, etc.)

After hours lockout procedure (after-hours charges may be applicable)

Maintenance Permission to Enter

I understand the maintenance procedures

\_\_\_\_\_  
Resident Signature

\_\_\_\_\_  
Date

Building: \_\_\_\_\_

Apartment Number: \_\_\_\_\_

\_\_\_\_\_  
Timbers Representative Signature

\_\_\_\_\_  
Date