

## KS Assets, LLC.

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### After Hours Emergency Maintenance Company Policies

Reasons to go out on an emergency maintenance call:

- Tenant's lock is not working properly to secure apartment (if deadbolt works the apartment is secure) Maintenance Discretion
- No heat in a tenant's home and the outside temperature is below 55 degrees or forecast to be below 55 degrees. Must be called in prior to 4 pm for Maintenance to respond. After 4 pm will be addressed the next day after 8 am.
- No air conditioning in the home and the outside temperature is above 80 degrees or is forecast to be above 80 degrees. Must be called in prior to 4 pm for Maintenance to respond. After 4 pm will be addressed the next day after 8 am.
- Refrigerator not working. In most cases, maintenance will answer the call the following day. Maintenance discretion.
- No electricity to over 50% of the home.
- No water
- No hot water. Maintenance Discretion. In most cases, maintenance will answer the call the following day.
- Only toilet is not flushing after tenant has attempted to plunge with their plunger. If home has two toilets and one toilet is working, it is not considered an emergency.
- Burst pipes causing a flood.
- Major sewer back up
- Flood coming from another apartment or their own apartment (If it will cause more damage to not go out). Minor leaks can wait until the next business day.
- There is a fire, break in or any other emergency where an ambulance, police, or fire department need to gain access to an apartment.
- If there has been a fire, break in or similar incident and the apartment has been left unsecure you need to make it secure. If it is a window or door you need to use plywood or whatever supplies, you can to secure the apartment until the following business day.
- Storm damage to roof, tree limbs on roof, window broken out etc. Maintenance discretion.
- Maintenance does NOT do lockouts.