

## **Waldron & Sons Property Management**

415 W. Northfield Blvd

Murfreesboro, TN 37129

Phone (615) 890-0808 Fax (615) 895-1454

### **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**
- **No air conditioning in the home and the outside temperature is above 80 degrees or is forecast to be above 80 degrees**
- **Refrigerator not working (at maintenance discretion)**
- **No electricity to over 50% of the home**
- **No water**
- **No hot water (if it is evening hours and we are open the following day it can wait until the following morning. If we are not open the following day it will be considered an after-hours emergency)**
- **Only toilet is not flushing after tenant has attempted to plunge with their plunger. If the home has two toilets and one toilet is working that is not an emergency**
- **Burst or frozen water lines**
- **Major sewer back up**
- **Flood coming from another apartment or their 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 entry 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 ply wood 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. (at maintenance discretion)**
- **Lock out is at maintenance discretion and maintenance sets amount to be paid by tenants**