

# Repair and Maintenance Policy

**Emergency Repairs** – ex: flooding, loss of heat in winter, leaking gas

- **EXPECT IMMEDIATE RESPONSE & EMERGENCY REPAIR ASAP**

**Major Maintenance** – ex: clogged drains, inoperative hot water heaters, further repairs to an emergency repair, water won't drain from washer, major leak, refrigerator quits working

- **EXPECT RESPONSE WITHIN 24 HOURS & REPAIR OR REPLACEMENT AS SOON AS POSSIBLE AS GATHERING PARTS AND MATERIALS WILL ALLOW**

**Minor Maintenance** – ex: dryer won't heat/dry, minor leak/drip, refrigerator is not working well, constant low water pressure, dishwasher quits working, Air Conditioning

- **EXPECT RESPONSE WITHIN THE WEEK & REPAIR (IF REPAIRABLE) OR REPLACEMENT (IF IT CAN BE REPLACED) WITHIN A MONTH**

**Minor Issues** – ex: intermittent low water pressure, ceiling fan or light won't work, one burner on the stove quit working

- **EXPECT RESPONSE IN AN NON-URGENT MANNER & REPAIR (IF REPAIRABLE) TO OCCUR AT CONVENIENCE OF LANDLORD'S SCHEDULE**