

EMERGENCY SERVICE

We provide emergency service for the situations listed below. Please call (540) 442-4810 to report the problem. Emergencies can be classified into one of three options:

OPTION 1:

Emergencies: We will provide an immediate response, 24 hours a day. In the event one of the following emergencies occurs, Sunchase's after-hours maintenance should be contacted right away:

- Total loss of electrical power (you should also contact HEC)
- Loss of heat
- Burst plumbing or flowing water
- Sewer back up
- Heavy rainwater leak
- Security problems (broken lock, broken glass, broken doors, burned out exterior lights)
- Anything that resents a serious threat to persons or property

OPTION 2:

Semi-Emergencies: Our maintenance staff will respond within 24 hours between Friday 5:00 p.m. and Sunday 5:00 p.m. (If a call comes in on Sunday- Thursday night Sunchase maintenance will handle it during normal weekday hours.) In case of the following, Sunchase maintenance should be contacted as soon as possible:

- Loss of hot water
- Inoperable refrigerator
- Inoperable range
- Clogged commode (residents are asked to plunge first)
- Stopped-up sink
- Stopped-up tub
- Loss of A/C-response will be at the discretion of management

OPTION 3:

Non-Emergencies: Non-emergencies will be repaired by Sunchase maintenance during normal weekday business hours. Non-emergencies include but are not limited to the following:

- Inoperable dishwasher
- Inoperable disposal
- Inoperable washer/dryer
- Inoperable microwave