



EMERGENCY MAINTENANCE POLICY

In order for our maintenance department to provide excellent customer service it is important that our tenants know the difference between a true emergency (a problem that requires immediate attention) and something that can wait until the next business day. The guide below should help.

The Deca maintenance team is available 24/7 for true emergencies.

FIRE: Leave the building **FIRST**, and then call 911. Only then should you call the emergency line.

BURGLARY: Call 911 **FIRST**, then call emergency line.

FLOOD: Call emergency line.

HEAT NOT WORKING: This is an emergency only if the outside temperature is 40 degrees or below. Call emergency line.

A/C NOT WORKING: This is an emergency only if the outside temperature is 80 degrees or higher. Call emergency line.

PLUMBING: For clogged toilets (if the water is overflowing onto the floor) - **FIRST** turn water valve behind toilet to OFF. Then call emergency line. If you experience no water service **FIRST** call the water company for water main breaks in the area. If major water pipe leakage, call emergency line.

ELECTRIC: If your unit has no power - **FIRST** check to see if any breakers have been tripped. If no breakers are tripped, please call Ameren Missouri at 1-800-552-7583 to make sure the outage is not an area wide problem. If the problem is area wide, maintenance will not be able to solve the problem. If there are no power outages in your area and no breakers have been tripped, call emergency line.

LOST OR STOLEN KEYS: Call emergency line - tenant will be charged \$150 to have door unlocked. A complete lock change is charged to the tenant based on time and material.

DAMAGED OR NON WORKING LOCKS: Call emergency line (tenant may be charged time and material for this repair).

ODOR OF NATURAL GAS: Leave the building **FIRST** and call Spire at 1-800-887-4173. Call emergency line.

How do I Contact Emergency Maintenance?

If you have a true emergency (see above) during office hours (M-F 8:30am-4:30pm) please call 314-446-0277 and talk with the maintenance coordinator. If the emergency occurs after hours, please call 314-631-3306 and press 2 for the on-call manager. If you are asked to leave a message please provide the following information.

- your name clearly
- your property address and unit number
- your telephone number
- briefly describe the problem in a few sentences or phrases

Our expert maintenance team will determine when someone will be sent out. Deca Realty reserves the right to enter your unit without notice and without tenant present to address any emergency maintenance issues, even those not reported by a tenant.

Emergency Number: (314) 631-3306