

- Emergency HELP Numbers - USE Only in case of an Emergency

- All other repairs require written Maintenance Requests & we will schedule the appropriate contractor to come and do the repair.

If the repair is deemed non-emergency - you will be billed the difference in the labor cost.

Please call Larry's Cell 331-3443, Home 884-4551 & Teresa Cell's 331-3421 **AND** drop a signed **maintenance request** in our mailbox, mail it or fax in a signed **maintenance request** to Toll Free 1-877-485-4614 (this goes to Teresa's cellphone & email inbox) and send a copy of your request to info@t-crealty.com - *If you can not scan - written email request is fine. You must notify us of the repair before calling the companies below - most companies now need our authorization before coming out.*

For General Maintenance Issues: **Please** fax/bring in a **maintenance request & Email** for all general problems, Maintenance Issues are not emergency issues - Emergency issues are door won't shut or open, roof need shoveled due to snow load, refrigerator dead, etc.

For all sewer problems - you must call us first. We have a power auger and will run the lines. If you can not reach us in the 48 hour time allowed by law please call -

Hukill - 882-7813 - **Emergencies Only** - plugged drains, water, sewer drains, & septic systems. *If feminine items, toys, bleach, grease, excessive paper, etc. are found in the drains - you will be billed for the repair.* Only human waste & waste water is to go down drains!

Basin Heating - 884-3798 - **Emergencies Only** ***** *Make sure you check your pilot light first and that you paid your Heating Bill.....Also make sure you change your heater's filter every six months. If the system over heats due to the filter being clogged - you will be billed for the repair.*

Water running - Call City Water 883-5366 or 883-5392 after 5pm or weekends & holidays - **Emergencies Only** and they will come out and shut your water off till the contractor's can fix it. ****if your pipes have frozen due to your lack of care - ie: leaving your home & turning off the heat - you will be billed for the repair. If they burst - you will be billed. Remember to leave your heat on at least at 55 degrees. Safer at 60 degrees.*

Locked out of your Home or loose your keys - **Emergencies Only** -Call Al's locks 24 Hour Service 884-4512. You will be responsible for this repair.

High Country Appliances 885-4010 - **Emergencies Only** -Refrigerator not working or freezer thawing - Call them. If you have not defrosted your freezer in a year & it over heats due to lack of your maintenance - you will be billed for the repair.

Broken Windows - **Emergencies Only** -Call Basin Glass & Windows at 884-8196

Carpet Emergencies - Call Comstock Carpets at 882-2080

Be prepared - Our Contractors and Service Providers will note who caused the problem. If it is noted that it was caused by you or someone in your control - you will be billed for the cost. Make sure when you call - to state your name, return phone call number, address and that you are a tenant of Town & Country Realty's.

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