



# MAINTENANCE PACKET

All **regular** maintenance requests can be submitted online ([www.ivyridgeliving.com](http://www.ivyridgeliving.com)), via email, or you can call it in by phone, (717-564-8045) or stop by in person. If there is an **emergency** you must call the office directly and submit the work order/leave a message for emergency maintenance. After hours you will make a call into the same number and follow the directions of the call service.

**Emergencies** – Call the Office; when the service prompts for a number press it, listen to the message and then you will be prompted to leave a message. Leave a message stating your address, what and where the problem is and be as specific as possible! For Emergencies, please make sure that you are available to answer your phone when we call you back. We will normally call back within 15 minutes! Please see emergencies below...

- **NO heat if the temperature is below 60 degrees in home**
- **NO AC if temperature is above 80 degrees in home**
- **No electricity**
- **Broken Windows/Doors**
- **Lock outs (\$100 cost) or broken locks**
- **Uncontrollable water leaks (not drips)**
- **ENTIRE Refrigerator not working**

**\*Any emergency call that does not pertain to this list will be charged a \$60 admin fee.**

We recommend all residents get a plunger to help with clogged toilets, clogged toilets do not fall under emergency maintenance calls due to having (2) toilets in your apartment/townhome. If for any reason your toilet is clogged and our cannot get it unclogged with a plunger; maintenance will come snake the toilet out during regular business hours.

**Non-Emergencies** (during or after business hours) – When the service prompts for a number press it, listen to the message and you will then leave a message stating the address, what and where the problem is and be as specific as possible! **By calling in a non-emergency maintenance request you are authorizing us to access your apartment the next business day, unless otherwise noted in your call. Please remove all personal items from the work area if possible & be sure to secure dogs/turn off security system.** *(Maintenance will not use a code to alarm or disarm your security system, it must be turned off)*

**Pest Control** – Akita pest control services comes out once a month (first Friday of every month). Please contact the office to be added to the list. We ask that you do not submit a maintenance request for pest control issues. Those will be closed out.

## SMOKE DETECTOR ISSUES

If the detector is chirping, please replace the battery (you are responsible for replacing these batteries). If it stops chirping then you are done. If replacing the battery did not solve the problem please go to “disconnect instructions” below.



You must use **HIGH GRADE** batteries, if you do not this will cause a false alarm/beeping

If the alarms are going off, locate the alarm that is going off by itself, look for a flashing red or yellow light and then follow “disconnect instructions” below.

**Disconnect Instructions** – Take the alarm down by twisting the alarm while slightly pulling down. Remove the wiring connector; then remove the battery by pulling the little pull on the side of the detector. The battery will then be disconnected from the alarm. Press the button on the front of the alarm to drain any power still in the unit. Call in or visit the office to open a work order to get the defective alarm replaced.



*Working*  
**SMOKE ALARMS  
SAVE LIVES**

**Change Your Clock, Change Your Battery**