

To report an Emergency Repair, call our main office phone number at 678-804-2468. If it is after hours, follow the prompts to be connected with our after-hours answering service.

WHAT IS AN EMERGENCY?

An emergency is a situation that threatens the life, safety or health of the tenant or may cause permanent damage to the property. Examples of an emergency are as follows: fire, flood, sewage back up, gas odor, roof leak, lightning strikes the house, fallen tree on the house, no heat when the outside temperature is under 40, no air conditioning when the outside temperature is above 90, broken water pipe.

Please follow the instructions below and call our office:

- Fire - CALL 911. Get everyone out of the building and then call our office.
- Gas Smell or Fumes – CALL ATLANTA GAS LIGHT at 770-994-1946. They will determine if it is an emergency and turn off the gas if necessary. Call our office to report if it was determined an emergency and your gas was turned off.
- Electrical Problems that could cause a fire - TURN THE MAIN BREAKER/POWER OFF TO THE HOUSE IMMEDIATELY and then call our office.
- Pipe Breaks causing Leaks inside or outside the home - TURN THE MAIN WATER OFF TO THE HOUSE IMMEDIATELY and then call our office.
- Sewer or Drain back-ups that are causing damage to the property - TURN THE MAIN WATER OFF TO THE HOUSE IMMEDIATELY and then call our office.
- When you have only ONE TOILET in the house and it is not working - Call our office.
- Tree Falling on House - Call our office.
- Roof Leaks - Move furniture out of the way, place something under the leak to catch the water, and keep the area dry using towels as much as possible. Roof leaks cannot be fixed during the rain. If it is a major leak we will send someone out to tarp the roof.
If it is a minor leak occurring after hours, call our office the next morning.
- Heating or Air Conditioning repairs in Extreme Heat (outside temperature is over 90 degrees for more than 4 hours) or Cold (Outside temperature is under 40 degrees for more than 4 hours) - Call our office.

Situations that are NOT considered an Emergency:

- Loss of Key or Locked-Out - Call a locksmith as this will not be paid for by the owner.
- Heating and Air Conditioning Repairs needed that are NOT during times of extreme heat or cold or there is more than one unit servicing the home that is working.
- Neighbor Complaints - Call the police.
- Appliance Repairs to Refrigerators (use a cooler), Stoves, Dishwashers, Garbage Disposals, etc.
- Any Repair that is NOT Threatening to the life or safety of the Tenant and NOT causing Damage to the Property.