



RE/MAX
CENTER

EMERGENCY MAINTENANCE GUIDE

Emergency Repairs: Call 678-804-2468. Follow the prompts for emergency maintenance.

Non-Emergency Repairs: Submit requests on your Tenant Portal at www.rmsteam.com under the maintenance tab. All non-emergency requests must be in writing per your lease.

For Immediate, Life-Threatening Emergencies, Call 911.

What is an Emergency?

Emergencies threaten the life, safety, or health of the tenant or may cause permanent damage to the property such as:

- **Fire** – Evacuate immediately, call 911, then call our office.
- **Gas odor** – Call Atlanta Gas Light at 770-994-1946, then report to our office if gas is shut off.
- **Electrical fire risk** – Turn off the main breaker, then call our office.
- **Burst pipes** – Turn off main water, then call our office.
- **Sewage backup** – Turn off main water, then call our office.
- **No functioning toilets** – Call our office.
- **Tree on house** – Evacuate if needed, then call our office.
- **Roof leak** - Move furniture, 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. Major leaks will be tarped if needed. For minor leaks after hours, call our office the next morning.
- **No heat** (below 40°F) **or no AC** (above 90°F) – Call our office.

What is NOT an Emergency?

- Locked out? **Call a locksmith (tenant responsibility).**
- HVAC issues **not** during extreme temperatures or if another unit is working.
- Neighbor complaints – **Call the police.**
- Appliance repairs including fridge (use coolers), stove, dishwasher, disposal, etc.
- Any issue **not life-threatening** or **not causing property damage.**