



neighbor to neighbor
opening doors. **advancing lives.**

EMERGENCY CRITERIA

WHEN TO CALL and NOT TO CALL THE EMERGENCY MAINTENANCE PAGER

Residents are always encouraged to call whenever there is a situation needing a maintenance response. Neighbor to Neighbor is committed to resolving all maintenance issues within an appropriate timeframe. There are situations that require immediate attention and therefore N2N has a 24-hour maintenance pager. Please be aware that items not listed below will be handled within two business days. There are certain problems that are always considered emergencies. These calls are listed by emergency priorities.

FOR ALL EMERGENCY CALLS – AS LISTED BELOW

Touch Tone your phone number at 970-266-3276

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| Fires | DIAL 911 - Fire or the detection of smoke odors should be investigated immediately, as do any suspicions of crime, drugs or noise violations. |
| Electrical | Any major electrical problem or power outage |
| Domestic Hot and Cold Water | No hot or cold water will be considered an emergency. |
| Water Leaks / Floods | Any water leak that is causing or may cause structural damage like a broken pipe or water heater where water is flowing. This does not include leaky faucets, noisy toilets, etc. as these will be handled next business day. |
| Sewers | Any major sewer backups or toilet stoppage in a unit with one bathroom facility. Units with two (2) toilets where one (1) is stopped up will be handled on the next business day. |
| Refrigerator | When refrigerator is completely inoperable and may cause food spoilage. |
| Oven | If the range is out completely. Broiling elements, baking elements or individual burners will not be serviced on weekends or after hours. |
| Dishwasher and Garbage Disposals | Dishwashers and/or garbage disposals will NOT be serviced after hours. |
| Window Replacements or Entrance Doors | Emergency work will only be performed when security factors and or the elements are involved. |
| Heat | When inside unit temperature is below 60 degrees or severe health factors are involved. |
| Lockouts | After hour unlocks are \$50 and will be charged to your account. Two unlocks per year during normal business hours are free, \$50 per lockout after that. |

FOR NON-EMERGENCY CALLS: LEAVE A DETAILED MESSAGE AND YOUR PHONE NUMBER

- Section 8 Coordinator – 970-488-2360
 - Property Manager – 970-488-2365
- Regular Maintenance Hours
Monday – Thursday 7:00am – 3:00pm
Friday by appointment only