

## MAINTENANCE SERVICES

### Routine Maintenance

(Monday – Friday, 7:30am – 3:30pm) – (816) 777-5900 or info@unionhill.com

Whenever you have a maintenance concern, we ask that you call the management office during normal business hours. Your request will be given to the maintenance technician on duty who will try to respond the same or next business day.

### Lockouts

If you get locked out of your apartment during normal business hours, we will be happy to provide you with a temporary key/card/FOB to unlock your door. Please stop by our Union Hill Information Gallery and be prepared to provide proof of identification and leave a \$75 check, a cell phone or your Driver's License until the key is returned. This key/card should be returned within 24 hours.

If you are locked out of your apartment after normal business hours, you will need to call a locksmith. The maintenance staff does not carry keys and cannot assist you.

### Elevator Outage

If you are trapped in the elevator use the elevator phone to contact the elevator company.

If a handicapped person lives in your building we will contact the elevator company to have the elevator repaired immediately.

### Emergency Maintenance

(After Hours, Weekends, & Holidays) – (913) 791-2523

There may be times after normal business hours that a situation occurs which requires immediate attention. If this occurs, please call our Emergency Maintenance Service Center at 913-791-2523. Give the secretary your name, address, telephone number, and nature of the problem. If it is an emergency, a technician will call you back as soon as they receive the message. Our maintenance technicians **do not** have access to your apartment key. In order for service to be performed you must be present. Below is a list of "emergency situations" which we will respond to after hours:

- AIR CONDITIONING: When the indoor temperature is above 80° or health factors are involved.
- DISHWASHERS: When backing up or flooding occurs. Burned out motors are not an emergency.
- ELECTRICAL: When outlets spark, appliances smoke, or wiring is exposed.
- GARBAGE DISPOSALS: When backing up or flooding occurs.
- HEATING: When indoor temperature is below 60° or health factors are involved.
- PLUMBING: When backing up or flooding occurs or hot water heater fails.
- SEWERS: Any major toilet stoppage where resident has only one bathroom facility.
- WATER LEAKS: Any water leak that may cause personal or structural damage.
- WINDOWS & DOORS: When safety and security are a concern and entry can be gained.

### **The following are not considered emergencies and will be handled during normal business hours:**

- ELEVATORS: If Keys or other valuables are dropped down the elevator shaft, at the resident's expense we will contact the elevator company to have the items removed. (Normal cost \$350)
- HALLWAY SMOKE DETECTORS: Call office to service
- LOCKOUTS: We are unable to respond to lockouts. Contact a locksmith.
- PERSONAL INTRUSION ALARM: If panel is beeping Press # to temporarily disable. Call office to service.
- REFRIGERATORS: We will repair during normal business hours.
- STOVES: We will repair during normal business hours.

Union Hill  
Real Estate Services

