

CASTLE KEEPERS, INC.

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HOW TO HANDLE REPAIRS OR EMERGENCIES FOR TENANTS

1. Call our office telephone number. If we are not in leave your **name, property address, telephone number where you can be reached and describe what the problem is as detailed as possible**. Remember to speak clearly. Do not assume the person picking up messages knows who you are or how to reach you.
2. If the situation is a true emergency that cannot wait until the next business day (Monday-Friday) **leave the information above on our voice mail** and then call the number that we leave on our voice mail for emergencies. **This number can change so get the current number to call**. If you do not reach a person when you call the emergency number, leave the same details on that voice mail you left at our office. This double check will ensure we know how to reach you and what the problem is. We may be out of the area and someone else may be monitoring our calls for us. Complete information will assist us in getting back to you quickly. Please speak slowly and clearly.
3. If you smell gas, call the Gas Company emergency number. If you have a water leak, look for a shut off valve often at the back of a toilet, underneath a sink or on a water heater. If the leak is small, put something under it to collect the water, remove your belongings from the area to protect them. If a water heater is leaking the water can do a lot of damage. Shut the water off, remove your belongings from the area and closets nearby, and put down towels or blankets to soak up the water. Common sense measures can help prevent damage. Do not leave without confirming someone is taking care of the problem. If you must leave you must tell us in your message that we have your permission to enter with a key and give us an alternate number to reach you in case we have questions.
4. Do not call the emergency number for things that are clearly **not** urgent. Normal repairs can be handled in the course of the next business day. Repair people and plumbers only respond to true emergencies after hours. Stopped up sinks, garbage disposals not working, being locked out of your property etc. are not emergencies.