



EMERGENCY CRITERIA PROCEDURE

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 the next business day. There are certain problems that are always considered emergencies.

YOU MAY CALL AND LEAVE A MESSAGE ON THE PORTFOLIO MANAGER LINE AND IT WILL BE PROCESSED DURING REGULAR BUSINESS HOURS

Direct line for
Portfolio Manager – 970-488-2365

Regular Maintenance Hours
Monday – Thursday 7:00am – 3:00pm
Friday by appointment only

Emergency issues as defined below call 970-484-7498 ext. 1

Fire	DIAL 911 - Fire or the detection of smoke odors should be investigated immediately.
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. Be sure to use the shutoff valve to the area which is leaking. 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 \$25 and will be charged to your account.