

# Berry Court

## Maintenance Service Request

Requests can be made during the office hours of  
Monday, Wednesday, Friday 3:00pm – 6:00pm & Tuesday/Thursday 8:30am – 11:30 am  
By telephoning at our office at 408-612-4186.

The explanation of the service needed should be as clear and complete as possible. This will help to give better service and ensure that the request is fully understood. Also state whether or not maintenance has permission to enter your unit.

Maintenance of **non-emergency** service requests are addressed tentatively Tuesdays – Friday 9am – 6pm .  
**Residents are held responsible for repairs due to neglect, accident and abuse. Charges will be based on cost of material and labor.**

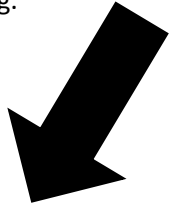
### **\*\*\* EMERGENCY MAINTENANCE SERVICE REQUEST PROCEDURE \*\*\***

In the case of an **EMERGENCY**, the resident should telephone the office immediately at 408-612-4186.

The following are example of **EMERGENCY** situations:

- Fire - condition that may cause a fire  
**CALL 911 THEN MANAGEMENT**
- Natural gas leak  
**CALL 911 or PG&E OR MANAGEMENT OFFICE**
- Power failures/electrical hazards
- Heating system failure (winter)
- Sewer failure – sink and toilet clogs
- Water leak (fast flowing)
- Water heater failure
- Stove: 2 or more burners and oven not working.
- Refrigerator not working.

**TRY THIS FIRST BEFORE AN  
EMERGENCY CALL**



#### **IN ORDER TO AVOID UNNECESSARY REPAIRS, SERVICES and CHARGES**

Do not dispose of grease, coffee grounds or garbage in sink drains. This will cause plumbing trouble and invariably leads to costs to the resident for repairs and services.

#### **\*\*\*NO HEAT\*\*\***

Check the thermostat setting and the circuit breakers. After both of these items have been checked and there is still no heat, call for service.

#### **\*\*\*NO ELECTRIC\*\*\***

Check to see if the appliance is plugged in, check the receptacle, check the circuit breakers, and determine if the Utility Company and/or maintenance department have shut off the electric to perform work. If all these items have been checked and there is still no electricity, call for service.

#### **\*\*\*NO WATER\*\*\***

Check if the City and/or maintenance department has shut off the water to perform work. If all these items have been checked and there is still no water, call for service. Las Casas de San Pedro Apartments sincerely hopes that the Service Request Procedure will provide fast, courteous and efficient service. Residents should contact the office if they have questions concerning the Service Request Procedure.

#### **\*\*\*KEYS, LOCKS AND LOCK-OUT PROCESS\*\*\***

At the time of leasing residents are supplied with necessary key(s). All keys are to be returned to the office upon vacating the premises. Residents are not permitted to alter any lock or install a new or additional lock or other attachment on the door. Residents should be very careful not to misplace their key/keys. If a resident loses a key, a duplicate may be purchased at the respective Management Office. The cost for a replacement key is \$5.00. The post office determines the cost of a replacement key for a mailbox. Prices are subject to change.

#### **\*\*\*LOCK OUT SERVICE IS AS FOLLOWS\*\*\***

If locked out **during office hours**, notify the Management Office. The Management Office will then have the unit unlocked with valid identification of lease signer. If locked out **after office hours, before 8pm** management will assist you with a charge of **\$50 IF** staff is available.

**\*\*\*\*\*If staff is not available tenant will be responsible to contact a locksmith.**