

# Colonial Gardens

518 Hoop Rd. #282  
Endwell, NY 13760

(607) 595-2086 Office  
(607) 235-1200 Maintenance  
(607) 238-1151 Fax

maintenance@colonialgardensowego.com  
www.colonialgardensowego.com

## Maintenance Request Form

Date: \_\_\_\_\_

Name: \_\_\_\_\_

Address: \_\_\_\_\_ Barnes Creek Rd Unit #: \_\_\_\_\_, Owego, NY 13827

Home Phone: \_\_\_\_\_ Work Phone: \_\_\_\_\_

Nature of the Problem \_\_\_\_\_

Item affected \_\_\_\_\_

Location of problem \_\_\_\_\_

Description of work requested (please describe in full detail) \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Do you have any pets **yes/no** type \_\_\_\_\_

(ALL PETS MUST BE CONTAINED WHEN MAINTENANCE ARRIVES)

Do we have authorization to enter **yes/no**

\_\_\_\_\_

### Sign & Date

If we schedule a specific time for work to be performed and we are unable to gain access to the property you will be charged for the service call. We share your urgency to remedy maintenance issues and we will promptly respond. We thank you in advance for your patience and cooperation.

Any other information that could be helpful with this request:

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### Office Use:

Request Received by: \_\_\_\_\_

Date: \_\_\_\_\_

Request Approved by: \_\_\_\_\_

Maintenance personnel doing work: \_\_\_\_\_

Work Completed on: \_\_\_\_\_

Notes: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

## Maintenance Procedures

The following are some basic guidelines as to what constitutes a maintenance emergency.

**Emergency is defined as:** Anything relating to the property under the lease that is threatening to life, health or the integrity of the property.

**Fire:** Call the Fire Department immediately.

**Heater Repair:** If outside temperature is falling below 40 degrees.

**Clogged Toilet or Drain:** Per your lease this is your responsibility call a plumber. If it turns out that there are roots in the line or something is physically wrong with the plumbing we will reimburse you.

**Pipe Broken:** Turn off water valve to pipe or exterior water main until contractor arrives.

**Broken Doorknob, Lock or Window:** Only if it prevents Resident from properly securing unit. If temporary measures can be taken until business hours, resident should wait until regular business hours before contacting management.

**No Hot Water:** Only if there is absolutely no hot water and it is between the hours of 9:00am and 5:00pm, Monday - Friday. If there is no hot water at any other time use temporary measures.

**No Electricity:** Only if there is no electricity and 1.) The Resident has called the electric company and found that they were not at fault. 2.) After Resident has checked all the breakers by flipping them **ALL** hard to the OFF position and then back on and reset all GFI circuits in the house. Partial outages do not represent an emergency! If a wall switch or outlet begins to smoke or smell remove all plugs and turn off switch if necessary call the fire department.

If you are experiencing any of these problems we can take the request over the phone (607) 235-1200. After hours and on weekends please leave your name, address, telephone number and nature of the emergency first. Then press the \* key, select option 4 and then option 1 to mark your message urgent and someone will call back immediately. If you have not received a call back within 15 minutes please dial again to insure we received the correct number.

These are the basic calls that may constitute an emergency. If you have a situation other than these, which seems immediately hazardous, damaging or detrimental, please call our office and ask for maintenance. If after hours leave a message.

**These are not emergencies:** refrigerator out, locking yourself out of the house, oven not working and pest control. Colonial Gardens Management is not responsible for loss of food or for alternative lodging due to appliance failure.

**All other routine maintenance requests must be put in writing per your lease agreement, please use the attached form. No routine or non-urgent calls will be accepted at any time by phone!**