

March 23, 2020

Dear Resident/Member:

Due to the circumstances and to limit the potential spread of COVID-19, maintenance requests may still be submitted, but we will have to delay non-emergency requests until further notice.

If a maintenance emergency does occur call 913-831-3035 so staff can resolve it timely. If you feel your life is in danger for any reason immediately dial 911.

Below is a list of maintenance emergencies:

- Fire – call 911 first, then office number
- Gas Leak – call Kansas Gas Service @ 1800-794-4780 first, then office number
- No electricity – Board of Public Utilities (BPU) @ 913-573-9522 first, then office number
- Backed up sink, toilet or sewer line – DO NOT continue to use water, shut the water off if possible
- Water leak
- Flood
- NO water or no HOT water
- Toilet not operating – if only one bathroom in household
- Electrical short
- No HEAT if outside temp is BELOW 65 degrees
- No AIR CONDITIONING if outside temp is ABOVE 85 degrees
- Frozen pipes
- Any other safety hazard concern

Failure to report a maintenance emergency may result in long term damage to your unit and/or the property.

Non emergencies may be reported the next business day. We encourage all non-emergency concerns be submitted via email at property.com.

Health and safety for you and our staff is of the utmost importance. Please notify us if you are experiencing flu-like symptoms, high risk or are currently quarantined (self or under direction of a physician).

Any staff members affected or experiencing symptoms will not be scheduled for work or entering your home.

Be well and be safe!

Management