



Coastline Property Solutions

A Full Service Management Company

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What is considered to be an URGENT all?

EMERGENCY MAINTENANCE REQUESTS

Listed below are situations that require our Maintenance Staff to visit a property to make the necessary repair **after** regular business hours. These situations must be dealt with at the time of the call from the resident and not scheduled for the next business day.

If the Maintenance Technician is not able to make the requested repair, then it is the Maintenance Technician's responsibility to contact the appropriate contractor to make the repair at the time of the request from the resident.

HVAC

- No heat in the property and the outside temperature is below 55 degrees or is forecast to be below 55 degrees
- No air conditioning in the property and the outside temperature is above 80 degrees or is forecast to be above 80 degrees

ELECTRICAL

- No electricity to major appliances such as refrigerator, stove, or HVAC units
- No electricity to over 50% of the home
- Electrical shocks given from appliances, fixtures, outlets, etc.

PLUMBING & WATER DAMAGE/EXTRACTION

- Clogged sewer line: if there is no other usable bathroom in the property
- Sewer backup that overflows
- Burst water supply lines and/or flooding ****Tenant should seek a means to turn the water off to stop the damage until help arrives.
- A hot water heater that is not working

APPLIANCE REPAIR

- Refrigerator and/or freezer not working
****Landlord is not responsible for spoiled food. In the event your fridge or freezer stops working, fill coolers with items from the fridge/freezer and top with plenty of ice until maintenance tech repairs or replaces fridge/freezer****
- A completely inoperable cook stove

STRUCTURAL

- Damage caused by wind, storm or fire (ex. tree limbs fell on roof, roof leak, etc.)
- Elevator Malfunction
- Community Entrance blocked

SECURITY & OTHER

- Evidence of smoke or fire ****Tenant should immediately call 911/Fire Department until help arrives.
- Fire Systems: Smoke alarm continuously sounding, sprinklers running, etc.
- A broken or inoperable smoke detector
- Any gas leak ****Tenant should immediately call the gas utility provider until help arrives.
- Security/Entrance Gate Malfunction
- Call boxes/FOB/Access to home (i.e. unable to access or enter property)
- Break-in/Burglary ****Tenant should immediately call 911/Police Department until help arrives.
- Broken Lock/Broken Window that is easily accessible (i.e. first floor) allowing for potential break-in/burglary.

LOCKOUTS

- Have no way to get inside home and small children or elderly persons are inside. Proper ID is required. A \$65.00 service fee will be charged back to the tenant.
****Under no circumstances may tenant change locks without written permission from Landlord****

IMPORTANT: If maintenance responds to an "emergency", and the issue is really not an emergency at all, a charge of \$65.00 will be applied to the account of the resident for time used by maintenance.