

# 1. Maintenance and Emergency Guidelines

## 1.1 EMERGENCY CONTACT INFORMATION

For emergency maintenance issues during or outside regular business hours, please **call 208-343-3260 and select option "2"** for the Emergency Prompt.

**An emergency maintenance issue is anything that endangers life or poses severe damage risk to the property if not corrected immediately.**

## 1.2 EXAMPLES OF AN EMERGENCY

### PLUMBING

- Clogged sewer line: If there is no other usable bathroom at the property
- Burst water supply line

### HVAC

- No heat in the property, and the outside temperature is below 40 degrees. (Please note if HVAC is not able to come out right away, we have portable space heaters you may use)
- No air conditioning on the property, and the outside temperature is above 90 degrees (Please note if HVAC is not able to come out right away, we have a portable A/C unit you may use)
- Carbon Monoxide Detection

### ELECTRICAL

- Power is off in at least half of the home. (Please call Idaho Power FIRST to find out if there is a power outage or a past-due bill)

### NATURAL GAS

- Gas leak. Please call Intermountain Gas FIRST and then proceed to contact us.

### FIRE

- Fire in or on the property. Please call 911 FIRST and then proceed to contact us.

Issues outside of these items will not be handled as emergencies, and you will be asked to submit a work order that will be addressed on the next business day.

Some things that you may *feel are considered emergencies but are omitted*:

- No hot water for a short period
- Clogged or backed-up toilets or drains
- Noise complaints or security issues (*call 911 if appropriate*)
- Parking issues
- Minor leaks that can be handled in the morning (Please be sure to put a bucket or bowl under the leak to prevent damage to the property)
- Locked out of your home (Please call a locksmith)

## 1.3 MAINTENANCE AND WORK ORDER REQUESTS

You may submit a work order/maintenance request through *Property Meld*. **Upon moving in to set up your account, a link is emailed to you.** You can go directly to [www.PropertyMeld.com](http://www.PropertyMeld.com) to login in or find the "Request Maintenance" button under the Residents Tab at the top of the Apex webpage. If you need to reset your password, please email us at [info@apexidaho.com](mailto:info@apexidaho.com), and we will be happy to assist you.

## 1.4 MAINTENANCE INFORMATION

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-You can communicate with the vendor and us directly through Property Meld for scheduling and questions! You can also upload pictures, which is highly encouraged.

-Please combine multiple repair requests whenever possible. We can separate them if needed, dependent on requests.

-Please be advised that some of our properties require owner approval before any work can begin. Therefore, your request may take longer to be scheduled.

-If the maintenance request is to repair something due to tenant damage or responsibility, the tenant will be charged. This includes the trip fee if you fail to attend your scheduled appointment.

-Please note, Vendors are not allowed to add additional work at your request without prior approval from us.

## 1.5 PEST CONTROL

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### **This guideline ONLY applies to Residents who are actively enrolled in our Resident Benefits Program.**

We are committed to providing our residents with high-value professional services and reliable support. Accordingly, Apex Property Management residents are enrolled in Pest Assurance, powered by Pest Share.

This innovative program is a self-directed, on-demand pest control service that includes the following pests: Bed Bugs, Fleas, Ticks, Weevils, Mites, Cockroaches, Ants, Rats, Mice, Spiders, and others as required. Service for pests not included may be discounted up to 70% when coordinated with the Pest Share-assigned provider.

No need to place an Apex Property Management work order or to contact our office. Visit **pestshare.com** to request pest control services. You'll work directly with our strategic partner, Pest Share, and their assigned service provider to coordinate service: initial correspondence will be by email - be sure to check your spam folder. Additional support is a click away via chat at **pestshare.com**.

\*Pest Share reserves the right to limit total claims requested by a covered property to (4) service claims within 12 months. Each claim comes with a 30-day warranty from the day of completed services.