



MAINTENANCE GUIDE

Emergencies vs. Non-Emergencies

ALL MAINTENANCE SERVICE REQUESTS, EMERGENCY AND NON-EMERGENCY, MUST BE SUBMITTED THROUGH TENANT PORTAL.

EMERGENCY CONTACT

Call TRMC's main line: 361.949.9050

→ Press 8 for after-hours emergency line → Press 2 for Long Term

EMERGENCIES *Call Immediately & Submit Portal Request*

- Fire, gas leak, or carbon monoxide (call 911 first)
- Major water leak or flooding
- Sewer backup
- No heat during freezing weather, 32°F or below
- No AC when outdoor temps are above 85–90°F
- No power to the entire unit (after checking breaker/neighborhood outage)
- Unsafe/uninhabitable conditions (example: broken entry door that won't lock)
- Refrigerator outage only if it affects critical medical items or poses immediate health risk

NON-EMERGENCIES *Submit Portal Request Only*

- Dripping faucets or minor leaks
- Appliance issues (washer, dryer, oven, dishwasher or refrigerator without medical items at risk)
- Pest control needs
- Clogged toilet (if another is working)
- Light fixtures, outlets, or switches not working (unless hazardous)
- No AC when outdoor temps are below 85°F
- General repairs not threatening health, safety, or property - including automatic garage door openers when overhead door can still be manually opened and closed.

EXPECTED RESPONSE TIMES

- Emergencies: Technician/Contractor dispatched or scheduled within 24 hours
- Non-emergencies: 24–72 hours during normal business hours
- Major repairs/replacements: May take longer; updates provided
- Note: Some repairs may depend on outside contractors or part availability, which can result in scheduling delays outside of TRMC's control.

LOCKOUTS

- Not an emergency
- TRMC representative assistance during business hours: \$50 trip charge for key delivery
- TRMC representative assistance after hours: \$100 cash fee due on site
- If TRMC representative is unavailable, Resident must contact a locksmith at their expense.

WHY THIS MATTERS

Using the emergency line only for true emergencies ensures fast response, prevents unnecessary delays, and avoids extra costs. Your cooperation helps us serve everyone efficiently.