



## MAINTENANCE ISSUES

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### MAINTENANCE REQUESTS

Once a request has been received, we consider this our “notice” to perform the work and will not call before arriving. Our maintenance technician will usually complete the service request within 24 hours and will leave a hang-tag in your apartment stating the work has been completed.

Please note: July through September is our busy season and there may be a delay on non-emergency maintenance requests.

Maintenance Requests can be submitted by the following:

- Website: OlyProp.com (under Tenants)
- Email: admin@olympusproperties.com
- Phone: 812.334.8200
- Tenant Portal: OlyProp.com (log on to the tenant portal)

### EMERGENCY MAINTENANCE REQUESTS

Olympus has an after-hours answering service which dispatches after-hours emergency calls to our “on call” maintenance technician. We consider after hours from 5:00pm to 9:00am Monday through Friday and all day Saturdays, Sundays, and holidays. **Call in ALL emergency maintenance issues. DO NOT submit emergencies online.**

If you have a non-emergency after hours request, please use our online maintenance request form or call us during business hours (Monday through Friday 9am – 5pm)

#### What is considered an emergency?

- Fire & Smoke – Call 911 and then call the Olympus Office.
- All water issues including leaks (sinks, roofs, toilet overflows, etc).
  - Turn off the water to avoid further damage.
- Power Outage
  - Contact **Duke Energy** first. **800.343.3525**
  - If issue is not from Duke, call the Olympus office
- No Heat
- No A/C - Temperature dependent. Only if it is over 90 degrees outside.
- No Hot Water
- Clogged Toilet (ONLY if you have 1 bathroom)
- Refrigerator issues (all other appliances are considered non-emergency)
- Alarms
- Gas Odor
  - Leave your home, unit and/or areas where the odor of gas is noticeable
  - Call **CenterPoint Energy** first at **800.227.1376** (call somewhere other than the location of the gas leak)
  - After calling CenterPoint Energy, call Olympus to notify them of the gas leak.
- After-hour lockouts. (A separate charge will be applied)
  - The charges are more expensive later at night. If you can sleep on a friend's couch until the next morning, you can save yourself some money.

### **What is not an emergency?**

- Appliance issues with the exception of refrigerators.
- Garbage disposal issues (if there is no chance of overflow)
- Clogged Toilet
  - First, plunge the toilet to unclog it on your own. (If you do not attempt to plunge the toilet, you will be charged if maintenance comes out to clear a minor clog.)
  - It is only an emergency if you have only one toilet in your unit and it is clogged. If you have more than one toilet and only one is clogged, you will be charged if maintenance responds to an after hours service call of this nature.
- Drawers, closets, doors off track (with the exception of exterior doors that are not secure due to lock issue, vandalism, etc.)
- Rodents & Insects – Mice, ants, birds, bats, etc.
- Parking – Someone taking a parking space
- Vandalism: Graffiti, etc.
- Snow removing and plowing
- Internet issues
- Anything that can wait until the next business day and will not cause additional damage or liability issues

### **NOISE COMPLAINTS**

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If you have a noise complaint, contact:

City of Bloomington's Quiet Nights Program  
812.339.4477

**Note:** If you live in a secure building, you will have to let the police officer into the building to address the noise issue.