



## **After Hours / Weekend / Holiday Emergency Procedures**

1. Submit a Maintenance Request through your Tenant Portal including one or more photos of the emergency.
2. Call the Emergency Line at (912) 572-8585 AND LEAVE A VOICEMAIL.  
*(Action will not be taken nor will call be returned if no voicemail is left and Maintenance Request is not completed.)*
3. A Disciple representative will be back in touch with you.

*Texts to the Disciple regular text number, emails, and messages on our main office number are only checked during normal business hours.*

### **What is an emergency?**

Think "fire, flood, or blood." An emergency is anything related to the property under lease that is a threat to life, health or property. If the situation is life-threatening, please call 911 immediately and report to us next.

#### **Examples of emergencies:**

- Fire
- Flood
- Sewage overflow
- Gas odors
- Roof leaks
- Lightning strike to residence
- Broken water pipes
- No air conditioning when outside temp is currently above 90 degrees or no heat when outside temp is currently below 45 degrees
- Tree fallen on home

#### **Examples NOT considered emergencies:**

- Refrigerator or freezer not cooling. (We recommend placing items in a cooler with ice if necessary.)
- Locking yourself out of home
- Power off
- Hot water heater not heating
- Oven not working
- Dishwasher not running
- Electrical fixture not working

*While these issues are inconvenient, uncomfortable, and can be frustrating, they are not emergencies and will be addressed during normal business hours.*