



## 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 Main Office # at 912-452-1777.** Follow the prompts for an **emergency** and **leave a voicemail.** (Or 912-348-8832 is our Leasing Line. You can easily transfer from that line to the Main Office #, and then follow the prompts for an after hours emergency..)

*Action will not be taken nor will a call be returned if no voicemail is left and a Maintenance Request is not completed with photos.*

- 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 (UNLESS the home has more than one unit and the other unit is still functioning.)
- 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.*