



UNION HILL

## Maintenance Request Policy at Union Hill

### Routine Maintenance

(Monday – Friday, 7:30am – 4:30pm) – (816) 777-5900

Whenever you have a maintenance concern, we ask that you call the management office during normal business hours at 777-5900. Your request will be given to the maintenance technician on duty who will try to respond the same or next business day.

### Lockouts

If you get locked out of your apartment during normal business hours, we will be happy provide you with a temporary key/card to unlock your door. Please stop by our Leasing Office and be prepared to provide proof of identification and to leave a \$50 deposit check or your Driver's License until the key is returned.

If you are locked out of your apartment after normal business hours, you will need to call a locksmith. The maintenance staff does not carry keys and cannot assist you.

### Elevator Outage

If you are trapped in the elevator use the elevator phone to contact the elevator company.

If a handicapped person lives in your building we will contact the elevator company to have the elevator repaired immediately.

### Emergency Maintenance

(After Hours, Weekends, & Holidays) – (913) 791-2523

There may be times after normal business hours that a situation occurs which require immediate attention. If this occurs, please call our Emergency Maintenance Service Center at 913-791-2523. Give the secretary your name, address, telephone number, and nature of the problem. If it is an emergency, a technician will call you back within 15 minutes. Below is a list of “emergency situations” which we will respond to after hours:

- **AIR CONDITIONING:** Only if the indoor temperature is above 80° or health factors are involved.
- **DISHWASHERS:** Only if backing up or flooding occurs. Burned out motors are not an emergency.
- **ELECTRICAL:** Only if outlets spark, appliances smoke, or wiring is exposed.
- **ELEVATORS:** If keys or other valuables are dropped down the elevator shaft, at the resident’s expense we will contact the elevator company to have the items removed.
- **GARBAGE DISPOSALS:** Only if backing up or flooding occurs.
- **HEATING:** Only if indoor temperature is below 60° or health factors are involved.
- **LOCKOUTS:** We are unable to respond to lockouts. You would need to contact a locksmith.
- **PLUMBING:** Only if backing up or flooding occurs or hot water heater fails.
- **REFRIGERATORS:** We can only repair during normal business hours.
- **SEWERS:** Any major toilet stoppage where resident has only one bathroom facility.
- **STOVES:** We can only repair during normal business hours.
- **WATER LEAKS:** Any water leak that may cause personal or structural damage.
- **WINDOWS & DOORS:** Only if safety and security are a concern and entry can be gained.