



LIVING: AMERICAN TOBACCO

After Hours Maintenance Guidelines

Your American Tobacco Management Team is pleased to offer twenty-four hour maintenance in the event you experience an apartment home need outside of regular business hours. In most instances Residents must be home during repair.

PLEASE NOTE THAT THIS PROCEDURE SHOULD ONLY BE USED FOR ISSUES REQUIRING IMMEDIATE ATTENTION.
If immediate attention isn't needed please submit through our online work order system.

In the event of after-hours maintenance issue, call ATC Security 919-433-1563.

After hours issues are defined as follows:

1. Water leaks and/or drainage—any water problems that could result in any damage to the apartment home and/or neighboring spaces.
2. Power—no power in the unit or half power in the apartment home or any electrical problem that could result in fire. Please contact Duke Energy (800-769-3766) and check the breaker box prior to calling – sometimes the simplest solution is a tripped breaker.
3. Refrigerator—does not cool or freeze. Remember to keep the door(s) closed to keep as much cool air in the compartments as possible.
4. Bathroom plumbing – Apartment homes with only one commode will be considered a maintenance emergency in the event of a stop up. If a commode is overflowing, please turn the water off at the bale.
5. Water heaters – no hot water is considered a maintenance emergency.
6. Air Conditioning —Loss of A/C in summer when the temperature outside is above 80 degrees. Should the air conditioner blow warm air, please turn the system off immediately. Warm air is an indication the unit has ironically frozen up. This will enable our service person to repair the unit more quickly, as repair will not be possible until the unit has defrosted.
7. Heat — Loss of heat in winter. If you are not getting any warm air, switch it to emergency heat. While the air you feel on the emergency heat unit will not be as warm as the standard operating unit it will circulate air that is warmer than outdoor temperatures.
8. Lock out – in the event of a lock malfunction we will be able to provide only lease holders access to the apartment home. A government issued ID will be required to verify identity.

***For the safety of our team members, we are unable to work outside on electrical systems in the dark or rain.

In the event of fire, police or medical emergency call 911.