



MAINTENANCE INFORMATION

Lyco Property Management and its' maintenance staff prides itself with providing our residents with superior unit maintenance services. We suggest our residents become familiar with these guidelines in an effort to understand how to report a work order to us and learn other information, such as what constitutes an emergency.

Submitting a Work Order

If you have an issue which requires a work order, please contact our office at (570) 323-3755. You may also submit a work order electronically through the resident portal on our website, www.lycopm.com. When submitting a work order, please submit the following information:

- ✓ Your Name
- ✓ Your Unit Number
- ✓ Your Phone Number
- ✓ A *detailed* description of the problem. The location of the issue, upstairs or downstairs, etc.

Once we receive your request, our maintenance representatives will have to enter your unit to correct the issue. If you have a pet in your unit, *the pet must be secured* prior to us entering the unit.

Unit Lock Outs / Lost Keys

On occasion, residents mistakenly lose their keys and/or inadvertently lock themselves out of their units. If it is during regular business hours, you're welcome to call our main office at (570) 323-3755 to notify us you've been locked out. If it is after-hours, please call our emergency phone number (570) 326-2458. We will send a maintenance staff member to meet you at your unit to let you in. You will be required to show photo I.D. to gain re-entry into the unit. There is a \$20.00 fee for a lock-out during normal business hours and \$30.00 fee after-hours, *plus* a \$26.00 labor charge. If you lose your key(s), you may stop by the site office and we will provide you with a new key. There will be a \$10.00 fee for each new key provided.

Emergency Maintenance

There are only a couple maintenance issues that require after-hours attention. While some maintenance issues that arise may be considered inconvenient, they are not considered emergencies. The following issues **may** be considered an emergency and those which we will respond to, regardless of the time of day:

No Heat

No heat is only an emergency during extremely cold weather and your furnace ceased to work due to a mechanical issue. If your furnace is not operable due to non-payment of your utilities (gas or electric), that is not an issue for us to resolve, but rather an issue between you and the utility company.

No Electricity

Blown fuses are not considered after-hours emergencies. Please become familiar with the fuse panels in your apartment. Many electrical issues that arise can be resolved simply by resetting your circuit breaker.

An electrical outage may be considered an emergency only if there is no electricity in the unit and you've done the following:

- ✓ **Called your electrical supplier and they indicate all service is normal**
- ✓ **You've checked your circuit breakers and none are tripped**
- ✓ **You have reset all GFI breakers (*these are buttons that are on the outlets near sinks and/or water sources*)**

Gas Leaks or Smell of Gas

Immediately call our office at (570) 323-3755 or (570)326-2458 if after-hours. If you believe an appliance is leaking gas, do not panic. Simply turn off the appliance and then turn off the gas supply to that appliance. There is a gas shut-off on the supply line.

Flooding or Water Leaks

If you are experiencing a water leak dripping from your faucet or hear a toilet running periodically, these are not emergencies but important enough to call in a work order. An emergency water leak, for example, would be a gushing leak coming from a supply line under your sink. In general, any leak that could create tremendous damage to the rest of the unit if not corrected immediately would constitute an emergency. Please familiarize yourself with where the water shutoffs are located in your unit.

Non-Emergency Maintenance Items

Air Conditioning

If your air conditioning malfunctions, this is not an emergency. Please call in a work order request and we will address the situation as soon as our maintenance staff has an opportunity.

No Hot Water

Not having hot water, while inconvenient, does not constitute an emergency. Please call in a work order request and we will address the situation as soon as our maintenance staff has an opportunity.

Clogged or Backed-Up Toilet

A clogged toilet ***may*** be considered an emergency. We ask that the resident make every effort to correct the problem prior to calling in a work order. Many times, simply utilizing a plunger will correct the situation. You are expected to have a plunger in your apartment and be able to use this equipment to clear routine blockages. If a maintenance representative is required and the clog is found to be the result of inappropriate use by you or one of your household members, you will be charged fees resulting from the repair. Inappropriate items include sanitary products, paper towels, toys, etc.