

EMERGENCY WORK ORDER REQUEST PROCEDURES

If you have determined that your problem is a bona fide home maintenance emergency, or if you have ANY situation that seems immediately hazardous, damaging or detrimental, please call our office immediately.

During office hours, dial (254) 547-2919, ask for maintenance and explain your situation to them. You must then follow up with a written work order request. This can be done in person at our office, via email to

repairs@armadilloproperties.com, from our online request form on the tenant portal at **www.armadilloproperties.com** or faxed to us at **(254) 547-0669, ATTN: Maintenance Department.**

After business hours, or on holidays, dial **(254) 535-2088** and leave a detailed voice message with your name, property address, a detailed description of the problem, and the phone number where we can reach you. After leaving your message, please remain near the phone as our service personnel may require additional information to properly respond to your call. Then follow up with a written work order request, the same as above.

IMPORTANT NOTES

First, the After Hours Emergency Maintenance Phone is a monitored line; therefore, calls will not be answered. You must leave a voicemail message clearly stating your emergency and how to contact you. Only valid emergency requests will be responded

to. Armadillo Properties retains the right to determine the validity of emergency maintenance requests.

Next, Tenants are responsible for moving any personal items and keeping pets a sufficient distance away from the area to be repaired or item/equipment to be serviced. Maintenance staff will not move personal items and may refuse service if threatened or interfered with by a pet!

Finally, don't be the one who cries wolf. Leaving messages constantly saying "It's an emergency" and "I need someone immediately," may soon begin to delay response time to your calls, and with good reason. We have real emergencies to deal with, so save phrases like "as soon as possible", "emergency", and "immediately" for when you truly need them. If you're in doubt, describe what damage or risks are being caused to the property or yourself. For example, "My sink is leaking, and the water is soaking into the floor" or "My fuse box just blew up, there are sparks coming out, and I'm afraid to go near it."

Hopefully, this information will help you understand our emergency system, and make the process more manageable for everyone.