

Submitting a Maintenance Request to Campus Handyman

Residents should submit regular non-emergency maintenance requests directly to **Campus Handyman** via our website at www.campushandyman.com. After submitting your request, a technician will be dispatched to your home, usually within 48-72 hours. *Note: August and September are our busiest months and we appreciate your patience during this time as some requests will take longer than 3 days to complete.*

Emergencies

For fire, security breaches or serious illness, please call **911** and calmly give the dispatcher your name and address.

Leaks

In the event of a leak, there are water shut-offs throughout the home (behind the toilets, under the sink, in the basement rafters, etc). The main shut-offs are in the basement and are labeled for identification. If you discover a leak, turn the appropriate shut-off *and* submit a maintenance request. If you cannot find the appropriate shut-off, turn the main water shut-off (usually located in the basement) to turn off all water to your home.

Lockouts

Lockouts are *not* considered maintenance. You should call a locksmith at your own cost if you find yourself locked out of your house or your room. Campus Handyman can let you into your house/room, however you may be billed back by your landlord. Breaking into your house or room as a result of a lockout will be subject to a fine in addition to the cost of the repair. To prevent lockouts and the costs associated with them we recommend that you leave a copy of your key with someone that you trust, or discretely hide a spare set of keys somewhere outside of your home.

Lawn Maintenance

Please make sure your outside yard is clear of paper, bottles, and other debris. We understand that the tenants are not always responsible for the debris in their yard, but it is still *your responsibility* to clean up this debris. If there is debris in your yard it may hinder our ability to keep your lawn mowed. Any excessive debris that we clean up from your property will be billed back at your expense.

Certain maintenance problems may occur during your residency that are not considered normal wear and tear. Please review your lease and our policies regarding general maintenance procedures. The following is an example of work that will be charged back to you if it occurs:

Broken Windows/Doors: If a window or door is broken by the residents then you will be charged for repair or replacement. If the damage is due to an act of vandalism, a copy of the police report must be emailed to us at which time we will make a determination of responsibility.

Clogged Drains/Garbage Disposals: If a drain or disposal is clogged from such items as hair, feminine products, toilet paper, bottle caps, glass, utensils, cigarette butts or any other miscellaneous objects, we will NOT consider it as “normal wear and tear” and therefore it will be the responsibility of the resident. We will take care of such issues; however, we may charge it back to your account. To avoid this problem, make sure that nothing goes down the drain except water & make sure the disposal is clear of any objects before turning it on. Garbage disposals are only meant to grind small pieces of food. You should run the cold water for 10 seconds *before and after turning on* the disposal.

Smoke Detectors: You are required to test all smoke detectors once per month. You are required to notify us if any smoke detector is not working or the batteries are low.