



## **POLICY FOR MAINTENANCE AND MAINTENANCE EMERGENCIES**

Sandpoint Property Management, Inc. wants to ensure that all maintenance emergencies are dealt with quickly. To help us do this, we ask that our residents review and follow the guidelines below. If you have a maintenance request that is an emergency, please contact our office immediately at **(208)263-9233**. If your emergency is after-hours, please call our on-call maintenance staff at **(208)255-6834**. If you are requesting maintenance that is not an emergency, please complete our online maintenance request form at **sandpointrentals.com** or contact the office during business hours. Non-emergency maintenance requests are prioritized and handled accordingly in a timely matter.

As a rule, an emergency is anything relating to the property under the lease that is threatening to life, health or the property and cannot wait until the next business day to be addressed. The following guidelines will assist as to what constitutes as a maintenance emergency:

**Clogged Toilet:** This will be considered an emergency only when the toilet clogged is the only toilet in the property AND the resident has made every effort to clear the stoppage themselves. Upon submitting your maintenance request, either emergency or not, turn off the water valve behind the toilet to prevent further overflow or flooding.

**Broken Pipe:** This is considered a maintenance emergency. Turn off the water valve that is associated with the broken pipe or the exterior water main until our maintenance professional arrives. Do everything within your reasonable power to contain the leak to prevent flood damage.

**No Hot or Cold Water:** This will be considered an emergency only if there has been no hot water for at least 8 hours. Typically, this will be handled in a timely manner during normal business hours.

**Heater Repair:** This constitutes an emergency only if the outside temperature is falling below 50 degrees. Before reporting this as an emergency, please check all fuses and circuit breakers.

**AC Repair:** This will be considered an emergency only if the outside temperature is above 85 degrees and in the summer. Normally this will be handled in a timely manner during normal business hours.

**Gas Odor:** This constitutes an emergency. If you suspect leaking gas, turn off the gas appliance(s) and the gas supply to that appliance immediately. The shut off handle should be relatively easy to find on the supply line. After you exit your home, call **911**, your gas provider and our office to report the situation right away.

**Broken Doorknob, Lock, or Window:** If it prevents the resident from properly securing the property, it is considered an emergency. If it's determined that temporary measures can be taken until normal business hours, please do so and contact Sandpoint Property Management the following business day. Do not jeopardize your safety.



**Lockouts:** SPM is not responsible for furnishing keys to residents who have locked themselves out of their home and this will not be considered an emergency. However, we will make every reasonable attempt to assist you, if necessary. If SPM does respond to a Lock-Out, then the tenant is responsible for a \$70.50 Lock-Out Charge.

**No Electricity:** This will be considered an emergency only if the electricity is out in the entire property AND the resident has checked with the local electric company to confirm there is not an area outage; the circuit breaker has been checked and reset along with checking the fuses. Partial electrical outages do not constitute a true emergency and will be addressed in a timely manner during normal business hours.

**Fire:** This is an emergency. Call 911 immediately, and call Sandpoint Property Management at (208)263-9233-office; Maintenance Emergency line at **(208)255-6834**.

The following maintenance issues are not generally considered emergencies and will be addressed the following business day at top priority:

- Appliances not working
- Clogged garbage disposal
- Roof leaks unless there is water flow. Steps should be taken to minimize damage and loss.

If you are experiencing a situation that was not mentioned above and seems immediately dangerous, damaging, or detrimental, please call our office to report the emergency without delay.

#### **MISSED APPOINTMENTS AND NEGLECT**

The resident is responsible for the payment of any invoice for which the repair was made for damage, etc. caused by their misuse or neglect. The resident is also responsible for the payment of any service call charged by a vendor for a missed appointment.

**Please remember** – Residents are responsible for moving any personal items a sufficient distance away from the area to be repaired or item/equipment to be serviced. SPM and/or our maintenance professionals will not move personal items and are not liable for any damage incurred from this policy not being abided by.

Although your request may constitute an emergency, SPM reserves the right to postpone or reschedule repair due to acts of God, forces of nature, emergency closures for safety or any other acts beyond our control.



**Here is a list of telephone numbers you may find helpful**

**EMERGENCY NUMBERS:**

POLICE	(911) 265-1482
FIRE	(911) 263-3533
SHERIFF	(911) 263-8417
EMS	(911) 255-2194

**UTILITIES:**

AVISTA (GAS & ELECTRIC)	(800)227-8187
CITY UTILITIES (WATER, SEWER EMERGENCY)	(208)265-5525
CITY UTILITIES (SANDPOINT)	(208)263-3561
CITY UTILITIES (GARBAGE)	(208)263-3560
CITY UTILITIES (BONNERS FERRY +ELECTRIC)	(208)267-3105
DOVER UTILITIES (SEWER)	(208)265-8339
KOOTENAI-PONDERAY SEWER	(208)263-0229
ODEN BAY WATER	(208)255-4001
NORTHSIDE WATER	(208)263-7455
SYRINGA HEIGHTS WATER	(208)263-7455
ELLISPORT BAY (HOPE) SEWER	(208)264-0112
SOUTHSIDE WATER & SEWER	(208)255-1041
FRONTIER TELEPHONE	(208)263-4867
FRONTIER TELEPHONE TECHNICAL SUPPORT	(800)921-8101
NORTHERN LIGHTS (ELECTRIC)	(208)263-5141
NORTHLAND CABLE	(208)263-4070
HOPE CABLE	(208)264-5075
SANDPOINT SATTELITE	(208)265-5928
WASTE MANAGEMENT	(208)263-2432

**PROPANE:**

CLARK OIL (COLEMAN OIL COMPANY)	(208)263-3816
CO-OP ENERGY (PROPANE)	(208)263-3338
CITY SERVICE VALCON-OLDTOWN	(208)437-3513
NORTH IDAHO PROPANE-ATHOL	(208)772-6719

**OTHER:**

NORTH IDAHO LOCK & KEY	(208)263-0456
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**WE ARE HERE TO MAINTAIN THE PROPERTY IN A SAFE AND HABITABLE CONDITION AND TO SERVICE YOU AND YOUR NEEDS AS EFFICIENTLY AS POSSIBLE. WE APPRECIATE YOUR COMPLIANCE TO THESE GUIDELINES**