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## **MAINTENANCE GUIDELINES**

One Focus Property Management is pleased to provide you with excellent maintenance services. Our top priority is maintaining the integrity of the homes we provide, and we ask you to help us in that goal by reading this information and following the guidelines.

### **Regular Work Orders**

If you have a maintenance problem, please contact the office immediately to notify us of your issue. You can call us at the office (570) 505-3347 and select the option for the maintenance department or submit a work order through the resident portal on the website, [www.OneFocusPM.com](http://www.OneFocusPM.com). If you are able to take and send pictures of the problem, please do that. The more information we have, the quicker and more efficiently we can act. Please be sure to include the following in any call or email:

- Your Name
- Your Address and Apartment Number
- Your Telephone Number
- A description of the problem, location, when it started, etc. Be detailed! If it is a problem with a door, which door? A problem with a sink, which sink? Is it leaking? Where is it leaking from? How much is it leaking?

When we receive the work order, you understand we will have to enter the property to fix it. If you must make an appointment, you need to talk to the office about scheduling that. We cannot guarantee we will be able to schedule a time with you to do the work order. Our technicians and contractors are on tight schedules and the unpredictable nature of their work does not allow them to always set appointments. Please understand you are will be charged a fee of \$75 if you are not present at the time of the appointment, have an unsecured animal in the property, do not leave keyless bolting devices disengaged preventing entry, or if for any other reason (that you are in control of) the service person cannot do the necessary work.

### **Lock Outs**

There may be a time you find yourself locked out of your property for some reason. If it is during normal business hours, you can come to our office and sign out a spare key. This spare key must be returned by the end of the same business day (5:00 p.m.). If it is not returned by the end of the business day (5:00 p.m.), a \$100.00 key charge will be applied to your account.

If you are locked out after normal business hours, you must call a locksmith. We are not able to let you back into your property after normal business hours. We advise you to keep a number or two for local locksmiths that do emergency after hours work in your mobile phone. After hours locksmiths may not be available, and, in that case, it is a good idea to have a spare with a trusted friend or family member.

The lock may not be changed unless absolutely necessary. We can have the lock re-keyed if you feel it is necessary for a fee determined by what it costs us to have it done. Residents may not change the lock on their own. We must do any lock changes. If a resident changes the lock on his/her own, we will replace it with one of our choosing and bill the resident the cost of the replacement.

## **Emergency Maintenance**

Only a couple scenarios are emergencies that require attention after normal office hours. We do our best to be clear in our policies so you know what to expect and are prepared to handle the unexpected. To get service after hours, call the office number, 570-505-3347, and follow the prompts for an emergency maintenance call. When you follow these prompts, you will get an answering service which will gauge the level of the emergency and then relay the message to the person on call. You will get a return call if it is an emergency.

### **No Heat**

No heat is only an emergency in cold weather when the heater is not working due to a mechanical malfunction. If you have electric heat, please check the breakers in the breaker box. If your gas or electric is shut off for non-payment, we are not able to help you. If you have oil or propane heat, please check that you have fuel in your tank before reporting a no heat call.

### **No Electricity**

Blown fuses are not considered after-hours emergencies. Please familiarize yourself with the fuse panel and/or breakers. You are responsible for keeping fuses on hand just as you are responsible for your own light bulbs.

Electrical outage may be considered an emergency only if there is no electricity in the entire unit and:

- You have called your electric suppliers, and they are not at fault
- You have checked all circuit breakers by flipping them hard to the OFF position and then hard to the ON position
- You have reset any and all GFI breakers (these are the buttons on the outlets that are near a water source)
- All fuses have been checked and replaced if burnt out

Partial outages do not constitute an emergency. If a wall switch or outlet begins to smoke or smell like burning, turn off the switch or unplug items from the outlet and turn off the circuit breaker or remove the fuse. Report the problem to be attended to during normal business hours.

### **Gas Leaks or Smell of Gas**

Contact your gas utility provider from a phone not located in the property. Most likely your provider is UGI 800-432-8017. Sparks from phones, even mobile phones, can ignite gas. If you suspect that an appliance is leaking gas, turn off the appliance, and turn off the gas supply to that appliance. There will be a shut-off valve on the supply line.

### **Flooding or Water Leaks**

Call immediately if there is a leak that is not containable. A containable leak may be a slow drip that can be contained in a bucket. A containable leak may be something that can be stopped by shutting off the water to the leaking appliance.

If the leak is not containable, call us immediately. You must do everything within your power to contain any leaking or flooding and if necessary, contact other residents who may be affected by the leak.

Familiarize yourself with where the main water shut offs are in the unit and where the shut offs for each appliance are.

## **Not Emergencies**

### **No Hot Water**

This is not an emergency. We will fix these issues as soon as we are able to during normal business hours.

