

# **Bush Properties Maintenance Procedures**

This notice provides guidance for general and emergency maintenance policies. To ensure clarity and prompt assistance when true emergencies arise, please read and adhere to the following.

## **What Is Considered An Emergency:**

The following situations are classified as **emergencies** and should be reported **immediately** via our emergency maintenance line:

- No heat in the unit during freezing temperatures
- No air conditioning when temperatures are above 90°F
- No running water at all or major plumbing leaks causing flooding or backups
- Sewer line backups or non-functioning toilets (if there is only one bathroom in the unit)
- Gas leaks (please call 911 and then your gas company)
- Electrical issues that present a fire hazard
- Power outages affecting the entire unit or complex (call GA Power)
- Fire or smoke damage (call 911 first) then the emergency number
- Fallen trees that significantly damage the building or prevent entry/exit
- Anything else causing immediate and significant damage to the building or property

## **What Is Not Considered An Emergency:**

Other maintenance concerns, while important, are **not considered emergencies** and should be submitted through the regular maintenance request process. Some examples are:

- Lockouts (please contact a locksmith)
- Dripping faucets, clogged drains, or minor leaks not causing damage
- Burned-out lightbulbs or outlets not working
- No hot water (unless in freezing temperatures or accompanied by other issues)
- Appliance malfunctions (e.g., dishwasher, refrigerator, washing machine)
- Pest concerns

## **How To Submit Maintenance Request:**

- **Non-emergency maintenance requests** - Please use the tenant portal or contact our office M-F from 9am-5:30pm (706) 353-7368 or email us at [bushproperties@yahoo.com](mailto:bushproperties@yahoo.com)
- **Emergency maintenance requests** - Please contact (513) 400-0848
- **Emergency plumbing requests** - Please contact Advanced Plumbing (706) 613-9325

We appreciate your attention and cooperation to these procedures. Should you have any questions or concerns, please reach out to our office.

- Bush Properties Team