



Emergency Service

Daytime Hours: 10am - 5pm	After Hours: 6pm to 10am
call the clubhouse at: 440-933-0250	call EMERGENCY SERVICE at: 216-523-8830 and note you are at The Aqua Marine Apartments.

Regular maintenance service hours are Monday through Friday, 9am to 5pm.

Qualifying Emergency Services ONLY:

- **Lockouts**
 - **Daytime hours:** a staff person can get you into your home. Please see a Leasing agent first; if all Leasing Agents are out of the office, please see a Clubhouse Monitor.
 - **After hours:** please call VIP Emergency Service at 440-933-7151. It is not guaranteed that we can assist you during after hours (see above), but every effort will be made. After hours: \$40 charge.
- **Furnace Out/No heat**
 - First check to see if the battery symbol is blinking on the Thermostat. If it is blinking, the battery needs to be replaced.
 - Check the breaker on the electrical panel labeled "furnace" to make sure that it has not tripped. If so, reset the breaker.
- **Plumbing leak**
 - Causing serious structural damage or flooding: **CALL IMMEDIATELY!!**
- **Clogged toilets**
 - in single toilet units only. (You will be billed for this service)
 - **Units with more than one toilet will need to wait for regular service hours.**

If calling for Emergency Service After Hours.....

Make sure to tell the Answering Service that you are in the RENTAL APARTMENTS at Aqua Marine. They will contact the On Call Representative who will get back to you to review the situation and take the necessary course of action.