



Maintenance Requests & Emergency Service

Regular Daytime Hours: 9am – 4:30pm	After Hours
Call the leasing office at: 440-933-0250 Email the leasing office: aquamarineapts@kopf.net Text Maintenance Directly at: 440-787-5968	Call EMERGENCY SERVICE at: 216-523-8830 and note you are at The Aqua Marine Apartments.

Qualifying Emergency Services ONLY:

- **Lockouts**
 - **Daytime hours until 9pm:** A staff person can let you into your home. Please see a Leasing agent first; if all Leasing Agents are out of the office, please see a Clubhouse Monitor in the back by the bar. **Sunday winter hours may vary*
 - **After hours:** Call the emergency line. It is not guaranteed that we can assist you after hours for a lock out (see above), but every effort will be made. \$40 charge, cash, to the staff member who lets you in, or You will be billed by the office.
- **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.
 - No A/C work can be done after 7pm. It will have to wait till the following day. HVAC contractor does not work on A/C units in the evening nor at night.
 - There is a switch on the wall near the furnace that looks like a light switch. Be sure this is in the “on” position for the HVAC function.
- **Plumbing leak**
 - Running water leaks causing serious structural damage or flooding: **CALL IMMEDIATELY!!**
- **Clogged toilets**
 - in single toilet units only.
 - **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.