



CONTACTING MAINTENANCE INFORMATION:

We are open Monday through Thursday, 7:00 am – 3:30 pm.
Our answering service is open 24 hours a day / 7 days a week.

EMERGENCY MAINTENANCE

For a suspected or actual FIRE or GAS LEAK - CALL 911

Emergencies, Call 854-8202, 24 hours a day / 7 days a week. Our answering service will take all the information and contact our on-call technician. Our technician will call you, please be sure to answer the phone to ensure prompt service.

PLEASE NOTE: Emergencies are issues that if not dealt with immediately would likely cause injury, threaten the safety and health of residents or cause serious property damage. Actual emergency calls will be dealt with 24 hours a day, 7 days a week.

Examples of Emergencies:

- Locked out
- Plugged toilet with inability to use common area restroom
- Any water leak that cannot be contained inside sink, tub, or bucket
- No heat and unable to maintain 65 degrees inside your apartment
- No electricity: Effecting your apartment only. Entire building outage would be handled by CMP
- Refrigerator not working

ROUTINE MAINTENANCE

Call 854-8202, 24 hours a day / 7 days a week. Our answering service will take all the information and contact our maintenance department to open a work order. Your work order will be entered into our system. Please allow for 5 to 10 business days for completion.

Examples of routine repairs:

- Faucet dripping
- One stove burner not working
- Sink not draining
- Larrabee Village residents: Call 854-6829 with questions about your phones and front door entry.

PORTABLE AIR CONDITIONER (floor model) POLICY

- **Air conditioners may be installed by residents to be used no earlier than May 15th and must be removed before October 15th of each year, unless there is an approved reasonable accommodation on file.**

- Westbrook Housing **does not** provide maintenance services for non-working air conditioners. Your air conditioner is your property, and we cannot service personal property of residents.
- Window mounted air conditioners are **strictly prohibited**. Westbrook Housing only allows floor model air conditioners.
- Maintenance is still offering optional installation/removal of air conditioners. The cost is \$65 for the first-time installation, and \$25 for any *prior* fitted air conditioners by the maintenance staff. You are responsible for entering the work order for this.
 - Please email a work order to workorders@westbrookhousing.org or call 207-854-8202 if you are requesting installation. Important: In the work order please state if this is a new installation, or if it is a reinstall. Also please note if maintenance has permission to enter the unit, or if you wish to have them schedule the appointment. You will receive an invoice for this service the following month, and it must be paid with your rent. If you pay by automatic ACH payments on the 5th of the month, it will be included in that withdrawal. Please see your Property Manager with any further questions.
- Self-Evaporating air conditioners are preferred to avoid leaks and water damage to flooring and to the apartment. If the unit is not Self or Fully Evaporative it will have a bucket that collects water that will need to be emptied when full. Before purchasing this type of unit, ensure there is an automatic shut off when the bucket is full to prevent water overflowing and causing damage.
- Air conditioners must be properly sized for the apartment, typically between 10,000 to 14,000 BTU and in good working order without broken, leaking or damaged parts. Residents are financially responsible for any property damage caused by water leaks or use of damaged or defective air conditioners.
- Maintenance **will not** move or transport air conditioners to or from storage areas or other areas outside of the unit.
- Residents may install the floor model air conditioner vent panel in the window following manufactures instructions; however, no screws or mechanical attachment to window sashes or jambs is allowed. The resident is responsible for the cost of all repairs for water or physical damage caused by the improper self-installation.

HIRING A CONTRACTOR OR HANDYMAN

Residents are not allowed to hire their choice of handymen or contractors to make modifications to their unit. If residents wish to make modifications to their unit, they must contact their property manager to place a written request for a reasonable modification. When decorating in your unit, items weighing more than five pounds must be attached to the wall studs or installed with hardware designed to support the weight of the item. *Note: Wall mounted televisions are NOT permitted.* The maintenance department does not aid with decorating units.

RESIDENT MAINTENANCE CHARGES - *You will only be charged for damage caused by you or your guests*
The charges in this section apply from lease signing until your lease expires.

Repairs that can be conducted during normal business hours will be charged at the Standard Rate plus the cost of materials and/or actual cost of contracted work. Repairs that are necessary for safety or security of people or property after normal business hours will be charged at the After Hours Rates, plus the cost of materials and/or contracted work. The required contracted services will be charged at the amount billed to Westbrook Housing plus additional Maintenance Dept. labor rates at the applicable rate for staff to coordinate and supervise the work.

<u>Rates</u>	<u>Hours</u>	<u>Maintenance Dept. Rates</u>
Standard Rate:	Monday - Thursday, 7am-3:30 pm	\$40 per hour + Materials
After-Hours Rate:	Thursday - Monday, 3:30 pm-7:00am	\$60 per hour + Materials
Holiday Rate:	All Day on the holiday	\$80 per hour + Materials

LOCKOUT CHARGES

A lockout occurs if you need assistance from Westbrook Housing to gain entry in- to the building or apartment. Residents are issued two sets of keys upon move in. We recommend you keep one set of keys with a friend or relative who can assist you if you lock yourself out.

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FOB / KEY REPLACEMENT CHARGES

A key Replacement Charge occurs when you lose your keys and need replacement keys made. Charges include Maintenance Dept. Labor and the cost of each FOB / Key replacement

Basic FOB - \$25 Basic Key - \$15 Maintenance Dept. Labor - \$40

CLOGGED TOILETS AND SINK DRAINS

- Residents should have, and know how to use, a plunger to clear toilet clogs and prevent water from overflowing from toilets, sinks, tubs and showers.
- Residents that are unwilling/unable to unclog the toilets and drains will be charged to clear the stoppage.
- Additional charges for repairs will be incurred to remove items that should not be flushed or placed down the drain

MOVE OUT CHARGES

Move out charges occur when the maintenance department must clean and/or repair items in the unit that are not caused by normal wear and tear. The costs are calculated at \$40 per hour labor and the cost of any materials needed. In addition, should a contractor need to be hired to make repairs or perform cleaning tasks, the cost of the services will be passed on to the residents.