

"WORK REQUESTS"

URGENT: PHONE CALL TO FRONT DESK. 215-855-4109

This phone is monitored 24 hours a day, seven days a week.

Management phones are not monitored for urgent or immediate needs. Examples of an urgent request follow:

Air Conditioner:	air conditioner not working
Alarms:	water heater sensor
Blocked drain or toilet	
Blood or fluid cleanup	
Electricity:	Loss of electrical power
Heater:	Heater not working
Hot Water:	No hot water
Pest Issue:	With potential for harm
Refrigerator	Non-functioning
Smell of smoke or unusual strong odor	
Water leaks:	from – ceiling; around or overflowing toilets; refrigerator; under sinks; water heater; shower

ROUTINE: WORK TICKET REQUEST

Work Order tickets are available at the front desk; if tickets are unavailable, call 215-855-4109 and explain your Work Order request

Community at large issues
Door Adjustments or Door Knobs loose
Fee for Service requests – ex. Ceiling fan installation
Furniture relocation or furniture removal
Grab Bar installation
Hanging Items in the apartment
Hinge Repairs
Key purchase requests
Light bulb replacement: NO personal lamps
Patio cleaning
Pest removal – nuisance pests such as ants
Slow drains
Stain removal
Thermostat Battery
Window issues or Window Blind repairs