



# New Maintenance Procedures

**Property Manager Lois Johnson is available in the office Monday through Friday, 9 a.m. to 5 p.m. She can be reached at (919) 929-4454 or [ljohnson@msiemail.net](mailto:ljohnson@msiemail.net).**

**Non-emergency maintenance requests** can now be submitted 3 ways:

1. Calling the office at (919) 929-4454 during business hours
2. Emailing Lois Johnson, Property Manager, at [ljohnson@msiemail.net](mailto:ljohnson@msiemail.net)
3. Visiting the office during business hours

Tenants will be given 24-hours notice to enter to perform the repairs, unless otherwise noted. Repairs should be completed within 48 hours. Repairs that require outside contractors will delay the repair time; however, you will be updated throughout the process. Tenants will receive a copy of the request once it has been completed.

**Emergency maintenance requests during normal business hours** can be made by calling the office at (919) 929-4454 or (919) 886-1153.

**Emergency maintenance requests after hours** can be made by calling (919) 886-1153. Examples of emergency requests are uninhabitable conditions such as no air conditioning or heat, water leaks, loss of power (unrelated to widespread loss of coverage by the whole community), or other situations that damage or threaten the property.

**Other non-emergency requests** such as modification requests, questions about account balances, illegally parked cars, rule violations, and any other non-life threatening concerns are best handled by calling the office during business hours at (919) 929-4454.

**For all life-threatening emergencies,** please call 9-1-1, not the office.

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