

Cielo Apartment Homes: 210-656-3388

Defined Maintenance Emergencies defined!

The Manager and Maintenance personnel will handle after-hours emergency requests in the routine manner except that they will register the request the following day.

- No electricity throughout the apartment.
- No water throughout the apartment.
- No hot water throughout the apartment.
- No heating or air conditioning. (**Air conditioners do not get service in the dark, rain, lighting or thundering weather conditions due to liability purposes.**) **Summer After Dark Hours: 7:30pm will not be serviced until next day.**
- **Winter After Dark Hours: 6:00pm will not be serviced until next day.**
- Heat- If outside temperature is below, 55 degrees.
- Air- If outside temperature is above, 85 degrees.
- Water coming into an apartment.
(AC, Heater, Water Leaks must be called in to the Leasing Office and NOT submit work order through online portal)
- The possibility of fire from electrical sparks.
- Clogged/Stopped-up plumbing in an apartment with only **1 Bathroom.**
2 Bedroom/2 bath Apartment: The resident is able to use the secondary bathroom as back up. It is not considered an Emergency and the work order will be handled accordingly.
- Situations where the resident's safety is jeopardized (e.g., the apartment has been broken into and the locks or windows are damaged.)
- **LOCKOUTS:** ****WE DO NOT PERFORM LOCKOUTS AFTER BUSINESS HOURS**** You will need to contact a locksmith as they are open **24 hours.** Please contact ***Halo Locksmith at 210-815-4260.*** The resident is responsible for any damages the Locksmith does to the door/door frame.

PEST CONTROL: SERVICE IS EVERY **WEDNESDAY** OF THE WEEK EXCEPT (5TH WEEK). THE RESIDENT WILL NEED TO CONTACT THE LEASING OFFICE TO REQUEST SERVICE.

At those times when maintenance is not on property, the manager or lead supervisor most personally will check out any emergency.

****For more information on Maintenance Request please refer to your move in packet or online service request portal at www.cielosanantonio.com***