

# PMSI

## Maintenance Policy

1. All maintenance calls are to be made to PMSI directly at (734) 665-5552. see below for after hours/emergency calls
2. Absolutely no calls are to be made to the maintenance man directly (even if he has given you his personal number). The office must be aware of any problems you may be having or there will be no record of your concerns on file and no guarantee can be made for repair. **PMSI is not responsible for any request that was not made through the office direct.**
3. You must contact PMSI immediately with any problems you are having. **A delay in notification may result in further damage and could result in a tenant charge.**
4. Any major damages caused due to a long term problem you fail to report to PMSI may be charged to you due to your failure to report the problem.

### Emergency/After Hours Maintenance

**answering service after hours (734) 668-3360**

Any fire, break in or emergencies of that nature are to be directed immediately to the fire and/or police department. **Call 9-1-1**

PMSI will respond immediately to the following after hours calls as they are emergencies, all other calls will be noted and a response to them will be made the following day or during regular hours of operation:

\***Water emergencies:** pipes bursting, major leaking that can not be stopped, flooding, etc.

\***Toilet failure:** unless there is more than one bathroom.

\***Heat Loss**

\***Major Electrical problems:** complete loss of electricity, etc.

♦ **If you smell gas or have concerns regarding gas, please contact DTE immediately.**

\*Remember to refer to your lease for additional information