



Following are some basic guidelines as to what constitutes an urgent maintenance request. Emergency is defined as: Anything relating to the property under the lease that is threatening to life, health or the integrity of the property. If you are experiencing any of these problems we can take the request over the phone. **Please call 239-541-5363.** Those situations which are not urgent should be explained in writing using the form provided. **You may use e-mail (repairs@allaroundthecape.com), US mail, place in the drop box or fax the Maintenance Request Form to 800-886-0606.**

Fire: Call 911 immediately

A/C Repair: If the outside temperature is exceeding 90 degrees

Well System: No water; check GFI outlets first, pungent odor or leak.

Septic: Septic system has backed up into property; restrict water usage immediately

Pool Issue and/or Equipment failure: If the pump stops working

Pipe Broken: Turn off water valve to pipe or exterior water main until contractor arrives

Broken Doorknob, Lock or Window: Only if it prevents you from properly securing unit. If temporary measures can be taken until business hours, resident should wait until regular business hours before contacting management.

No Hot Water: Only if there is absolutely no hot water and it is between the hours of 9:00am and 5:00pm Monday - Friday. If there is no hot water at any other time use temporary measures.

No Electricity: Only if there is no electricity and 1.) The Resident has called the electric company and found that they were not at fault. 2.) After Resident has checked all the breakers by flipping them ALL hard to the OFF position and then back on and reset all GFI circuits in the house. Partial outages do not represent an emergency! If a wall switch or outlet begins to smoke or smell remove all plugs and turn off switch and if necessary call 911.

These are the basic calls that may constitute an emergency. If you have a situation other than these, which seems immediately hazardous, damaging or detrimental, please call our office and ask for maintenance. If we do not answer or if it is after regular business hours or in the weekend, BE SURE TO LEAVE A MESSAGE! The messages are checked regularly.

No routine or non-urgent calls will be accepted at any time by phone!

**618 SW 3rd St #110
Cape Coral, FL 33991
O 239.541.5363
F 800.886.0606**