



UPM Maintenance and Repairs:

Our staff member, Jamey, will be your go-to contact for **Normal Business Hours** repair requests, and **non-emergency, after-hours** maintenance repair requests. For any non-emergency type of repair request, please submit these requests through your online tenant portal. If you need assistance with your online tenant portal, please contact our office. For any questions or updates related to your maintenance request please email Jamey at maintenance.upm@gmail.com.

For any **after-hours EMERGENCY** repair requests, **please call 910-408-7137**. You will be able to speak to a live person from our third-party emergency maintenance team. **Do not submit EMERGENCY repair requests through your portal, as they may not be seen until next business day.**

Reminder, UPM hours of operation are Monday through Friday between the hours of 9am to 5pm. In the event of Holiday hours, please submit all emergency maintenance requests by calling 910-408-7137. During Holiday hours for a normal maintenance request, please submit the request via your online portal.

What qualifies as an EMERGENCY repair request?

1. Plumbing leak and possible flooding of home: Contact us immediately if there is risk of damage to possessions or the property and you cannot contain the leak. **Turn off the water valve to the broken pipe or to the exterior water main**, if you can locate it, until a contractor arrives. Do everything within your power to contain any leaking or flooding.
2. No heat during extreme cold weather due to mechanical malfunction. If your gas or electric is shut off due to non-payment of bill, please call your electric or gas provider.
3. No electricity- electrical outage may be considered an emergency ONLY if there is no electricity throughout the home and:
 1. You have called your electrical provider and they are not at fault.
 2. You have checked all circuit breakers by flipping them hard to the OFF position and then hard to the ON position and have reset any and all GFI breakers (these are the little buttons sometimes found on outlets in bathrooms, kitchens, laundry rooms, and garages). Partial outages do not constitute an emergency. If a wall switch or outlet begins to smoke or smell like it is burning, turn off the switch or unplug items from the outlet and turn off the circuit breaker, then report the problem to our office.
4. Gas leaks or smell of gas: Please contact us at 910-408-7137 from a phone NOT located in the apartment. Sparks from phones, even cell phones, can ignite gas. Natural gas has the unmistakable odor of rotten eggs. If you suspect an appliance is leaking gas, turn off the appliance and turn off the gas supply to that appliance (you should be able to find a shut-off handle somewhere on the supply line). And not everything that smells like natural gas, actually is.
5. Fire: Call 911 first! Then contact us.

6. Total stoppage of the plumbing drain system: If your plumbing drain system ceases to work, none of your sinks, tubs or toilets will function properly. The stoppage of one toilet or drain when other bathrooms are functional is not an emergency. Please make all attempts to unstop a clogged toilet. Please clean up the area due to bacteria concerns. Our vendors will not repair toilets that are not essentially bacteria free due to health concerns.

Please note:

* Failure of Air Conditioning is NOT an Emergency. You may submit A/C requests via your online tenant portal.

* Lock-outs are not an emergency, and you are responsible for any locksmith costs due to lost keys, or lock outs.

* No hot water in your home, may be considered an emergency, if and only if there has been no hot water for an extended period of time: days not hours.

If an emergency request is made for non-emergency related items, please know you will be charged for any extra call-out fees.

If you have any questions regarding anything mentioned above, please feel free to reach out to us.

Thank you!

Ultimate Property Management Team