



MAINTENANCE EMERGENCY PROCEDURE – Whitley Crossings Neighborhood Corporation

What Is a Maintenance Emergency?

A maintenance emergency is any issue that poses a health or safety risk or could cause significant damage to the home if not addressed immediately.

If you experience any of the following, please call the emergency maintenance line right away --do not wait or submit a regular request. Emergency Maintenance Line (260) 446-9177

Examples of Maintenance Emergencies:

- Smoke, gas smell, or carbon monoxide alarm is going off -- Call 911 first
- No heat during cold weather (below 60°F inside)
- No air conditioning during extreme heat (above 85°F inside — especially for vulnerable residents or health-related needs)
- No running water in the unit
- Toilet not working (if it's the only one in the unit)
- Major water leaks or flooding
- Electrical issues that affect safety (e.g., sparking outlets, power outage in most or all the unit)
- Broken entry doors or locks (that prevent you from securing your home)
- Fire damage or smoke detectors not working
- Severe pest infestation that poses health risks
- Broken window glass that affects security or weather protection
- Any condition that puts your health or safety at immediate risk