

Working Together to Get the Job Done

Our staff rallies around our ability to work as a team. From our management and leasing staff to our maintenance professionals and housekeeping, our goal is to provide winning service!

Please report all maintenance problems by calling us at **312-944-5620**, 24 hours a day. Also, you can submit a non-emergency work order via your portal. We will be happy to make repairs Monday – Friday from 10am-4:30pm.

-Saturday, Sunday, and evening repairs will be limited to emergencies only.

Drains: Please let the office know right away if you notice that your drains are slow or are clogged. This will help us to repair them in a timely manner. -Also, please ***DO NOT use chemicals such as Draino*** in the drains, they cause damage to the pipes.

Drips: If you have a drip or leak in any of your faucets, please let us know so we can correct it.

Lightbulbs: At move-in, all the building-owned light fixtures are supplied with lightbulbs. *New replacement bulbs are your responsibility.* We will be happy to change out-of-reach light bulbs for you. Simply call the office and leave the bulbs on your kitchen counter.

Smoke Detectors: All apartments have a smoke detector supplied with a battery. If your smoke detector starts to beep, one short beep, every couple of minutes, it means that it needs a new battery. *New batteries are your responsibility.* If you are unable to reach your smoke detector, we will change the battery for you. Just leave the battery out on your kitchen counter.

Common Areas: Hallways, stairways, the lobby, and the laundry room are areas for everyone's use and we work hard to keep them well-maintained. If you notice something that needs attention in these areas, please let us know.

Emergencies: Water damage, Electrical damage, Gas Leaks, and Heat problems are considered emergencies and we ask for your help in keeping us informed immediately, if any of these issues arise.