

IMPORTANT MAINTENANCE INFORMATION

Non-Emergency Work Orders

If you have a non-emergency work order, please use the **online maintenance portal** to submit (you can also download the **RentCafe Resident app** on your phone). **Please be as detailed as possible.**

*Keep in mind that when you are submitting a non-emergency work order, **maintenance will access your apartment within 48 hours** of receiving the request (usually less than 24 hours).

****Office email addresses and work orders through the online portal are only viewed during our regular business hours.**

EMERGENCY WORK ORDERS (After Hours Only)

Emergency work orders that occur after hours should be reported using the provided emergency pager number:
816.840.9735

This is a pager that requires that you **leave a detailed message** including:

- **Phone Number** (as CLEARLY as possible – pagers do not have caller ID!)
- **Apartment address + unit #**
- **Issue Specific Reason for Calling**
- **Your name**

*If the situation is an emergency, **maintenance will return your call** and provide information about the steps to follow.

****Emergency Work Orders** that occur during our **regular business hours** (8am to 4pm Monday through Friday) should be reported using the maintenance feature in the RentCafe App. This is the fastest way to get a response. Calling our office or the emergency pager could result in a slower response time.

When Should You Call the Emergency Pager After Hours?

- **SPECIFIC TO WASHINGTON IRVING BUILDING:** Running Toilet - Discussed at Move In.
- AC Not Working (Outside temps are 90 degrees or above)
- No heat (Outside temps are 40 degrees or below)
- Toilet is inoperable (only 1 toilet in the apartment)
- Backed Up Sink Drain that Risks the integrity of your apartment
- Flooding/Excessive Water
- No Electricity – Please reach out to **Evergy** before calling the Emergency Line.
- Fire – **1st Call 911**

***Please be Advised: This is not a comprehensive list, but a general idea of the types of issues that should be called in after hours. Don't Fear - AC/Heat/Appliance/Plumbing related issues are considered high priority issues and will be addressed the following day.*

What is NOT an After Hours Emergency? (This list isn't comprehensive, but it includes items that are often mistakenly reported as after-hours emergencies.

- Parking Disputes and Noise Complaints - Please email us to document/time stamp issue.
- Minor Leaks
- Appliance Malfunction
- Gates/Garage Doors that will not close
- Pests
- Burned Out Lightbulbs (tenant responsible) and Smoke Detector Chirping (Resident Responsibility if the detector is in their unit)

Update Our Contact Information

Please update your contact information to reflect the following:

- Office number: 816.561.9210
- Emergency contact number: **816.840.9735**

General Questions/Concerns

If you have questions, please email **Alita Thornburg** (alita@terramgmt.com)
AND CC the property manager, **Sarah Storie** (ss@terramgmt.com) to get the quickest response.

*****Phone Numbers not listed in this email are for leasing purposes only and not monitored. Texts will not be returned.**

Terra Management Office Hours:

Monday through Friday: 8am to 4pm

Our offices are closed on the following holidays

New Year's Day

Memorial Day

Independence Day

Thanksgiving Day/Black Friday

Christmas Eve/Christmas