



Redstone Properties

Maintenance Instructions Emergency & Non-Emergency

From time to time, maintenance or repairs may be needed in your home. It is the **resident's responsibility to report all maintenance concerns promptly**. Delayed or unreported issues can worsen over time and may result in more extensive repairs, which could become a charge to your ledger. *Maintenance requests are completed in the order they were entered, unless it is an emergency.* Submitting a maintenance request grants permission for our team to enter your apartment to complete the repair.

Maintenance requests must be submitted through your resident portal at RENTCafe.com, by emailing leasing@redstone-group.com, or by calling our office at (616) 259-9797.

If you have a Maintenance Emergency please call (616) 259-9797. If it is outside of business hours, you will be connected with our call center, who will notify the Service Team. **If you receive a call from an unknown caller after contacting us, please ensure to answer, as this is most likely our maintenance team attempting to reach you.**

The following are items that constitute an emergency:

- **No Heat (Not having air conditioning is not considered an emergency)**
- **Smell of gas** (call gas company and maintenance)
- **No Water (Not having hot water is not considered an emergency)**
- **Water Intrusion** (flooding, broken pipe, leaking hot water heater)
- **No Power** (please check fuse box, GFI's, and contact electric company first)
- **Toilet Not Functioning** (only if it is your only toilet in the home) or Sewer Backups
- **Fire or Injury of Resident or Property** (please contact 911 first)
- **Roof Leaks**
- **Unable to Secure Doors/Window**

Lockouts After Business Hours

If you are locked out of your apartment outside of office hours, including weekends and holidays, you must contact one of our approved locksmith vendors. Residents are responsible for paying the locksmith directly and for any damage caused to the lock or property during service.

Approved Locksmiths:

- **Greater Grand Rapids Area:** Boston Square Lock and Key – (616) 243-5731
(Leave a voicemail if necessary. Service calls start at \$100 and vary based on distance and service level.)
- **Holland Area:** Keppel's Lock & Safe – (616) 392-3639
(Service calls start at \$80 and vary based on level of service.)