

KNOW WHAT TO DO IN AN EMERGENCY

GET STARDED

An Emergency Request is generally defined as a service problem that results in the absence of electricity, water or toilet throughout the home or a malfunction of some system that causes ongoing damage to the home or a condition that immediately endangers the home the health and safety of residents.

Items considered emergency

Maintenance considered emergency in a home:

PROBLEMS	DESCRIPTION
Air conditioning	Air conditioning not working.
Energy	Short circuit, electrical panel problems that interrupt power, fire start.
Water	Major leaks and water interruption by internal plumbing.

Follow the step-by-step instructions

Air Conditioner



- **Step 1 - Check the thermostat:** Make sure that the thermostat is set correctly to air conditioning mode and that the set temperature is below the current room temperature.
- **Step 2 - Check the Electrical Circuit Breaker:** Check that the circuit breaker supplying the air conditioning system has not been turned off. Sometimes, circuit breakers can trip due to overload or electrical problems.
- **Step 3 - Change or refill the air filters:** Dirty or clogged air filters can reduce airflow and cause the system to run inefficiently.
- **Step 4 - Check the air vents and registers:** Make sure that all air vents and registers in the house are open and not blocked by furniture, curtains, or other objects.
- **Step 5 - Check the outdoor condenser:** Make sure the condenser (the outdoor unit) is free of dirt, debris, or obstructions. Clean up any dirt or leaves around the unit and make sure there is nothing blocking the fins.

Energy



- **Step 1 - Check for general power outages:** Check to see if other electrical appliances in the house are working. If everything is out of power, it could be a problem with the utility's power supply.
In this case, contact the power company to report the problem
- **Step 2 - Check the circuit breakers:** Check the circuit breaker panel (switchboard) to see if any circuit breakers are tripped. Tripped circuit breakers can be the cause of a power outage in a specific part of the house.
- **Step 3 - Test the circuit breakers:** For circuit breakers that are tripped, turn them off completely and then turn them back on. This can solve problems of circuit breakers tripping due to temporary overload.
- **Step 4 - Visual inspection of electrical cables:** Check that there are no damaged electrical cables, especially at circuit breakers or fuses that appear to have tripped or blown.
- **Step 5 - Check light switches and outlets:** Sometimes a simple light switch or a faulty outlet can make it look like there is no power in a particular area. Check that the lights and outlets are working properly.
- **Step 6 - Check the appliances:** If only one particular appliance or circuit appears to be without power, check that the appliance is properly plugged into the outlet and for any signs of damage to the cord or the appliance itself.

Water



- **Step 1 - Check the water valves:** Make sure the main water valves are open. This includes the home's main water inlet valve and any shut-off valves located near appliances or plumbing systems.
- **Step 2 - Check for visible leaks:** Inspect all faucets, visible pipework, appliance connections (such as a dishwasher, washing machine), and fixtures for signs of water leaks in case there is a leak close the valve.
- **Step 3 - Check faucet and shower filters:** Make sure faucet and shower filters are not clogged. This can affect water flow and pressure.
- **Step 4 - Check for problems with the sewer system:** If you notice that the drains are draining slowly or if there are any unpleasant odors, there may be a problem with the sewer system. Check the drains for visible obstructions.
- **Step 6 - Consider shutting off the main water supply (if necessary):** If you find a significant leak or are unable to determine the source of the problem, consider shutting off the main water supply to prevent further damage until our team arrives.

About us



Our deadline for responding to maintenance calls opened via the website is 72 hours and our opening hours are from **Monday to Friday, from 8 AM to 5 PM.**

In case of Emergency Requests we will attempt to initiate service within 24 hours. However, we cannot guarantee service within a specific period and so you must take reasonable steps to protect yourself and others whilst waiting for the service to be completed.