



Paramount Property Management & Realty

Maintenance Emergencies-After Hours

Please call 623-329-2978 if the nature of your emergency falls under one of the following categories.

Non-Emergency maintenance items must be handled during normal business hours (9 a.m. to 5 p.m., Monday-Friday) by calling 623-688-5844.

- **Heat**-If your heat is completely out or malfunctioning
- **Air Conditioning**-If your AC is completely out or malfunctioning
- **Broken window, broken entry door, latch or lock**
- **Water Leak**-All water intrusions if the source cannot be stopped without a professional vendor. If it can be stopped, please follow up with a work order during normal business hours.
- **No electricity**
- **Suspected gas leak**
- **Toilet inoperable**-If this is the only toilet in the home
- **Fire**-First, call the fire department immediately! Follow up with a call to the maintenance emergency line

Non-Emergency Maintenance calls made after hours will not be returned until normal business hours the following day.

Please note if you are locked out of your home due to lost or stolen keys after business hours, you are responsible to make arrangements with your own locksmith for a re-key at the tenant's expense. If a re-key, due to lost or stolen keys is requested by Paramount's locksmith during normal business hours, tenant will be responsible for the expense and must be paid directly to vendor at time of lock change.