



www.acedmaintenance.com

9630 Gravois Road
Saint Louis, MO 63123
314.833.5225

Emergency Maintenance Policy

In order for our maintenance department to provide excellent customer service it is important that you know the difference between a true emergency (a problem that requires immediate attention) and something that can wait until the next business day. Below is a guide to help you determine if your maintenance request qualifies as an emergency.

The Aced maintenance team is available 24/7 for true emergencies.

FIRE: Leave the building FIRST, and then call 911. Only then should you call the emergency line.

BURGLARY: Call 911 FIRST, then call emergency line.

FLOOD: Call emergency line.

HEAT NOT WORKING: This is an emergency only if the outside temperature is 40 degrees or below. Call emergency line.

A/C NOT WORKING: This is an emergency only if the outside temperature is 80 degrees or higher. Call emergency line.

PLUMBING: For clogged toilets (if the water is overflowing onto the floor) - FIRST turn water valve behind toilet to OFF. Then call emergency line. If you experience no water service FIRST call the water company for water main breaks in the area. If major water pipe leakage, call emergency line.

ELECTRIC: If your unit has no power - FIRST check to see if any breakers have been tripped. If no breakers are tripped, please call Ameren Missouri at 1-800-552-7583 to make sure the outage is not an area wide problem. If the problem is area wide, maintenance will not be able to solve the problem. If there are no power outages in your area and no breakers have been tripped, call emergency line.

LOST OR STOLEN KEYS: Call emergency line - tenant will be charged \$150 to have door unlocked. A complete lock change is charged to the tenant based on time and material.

ODOR OF NATURAL GAS: Leave the building FIRST and call Spire at 1-800-887-4173. Call emergency line.

How do I Contact Emergency Maintenance?

If you have a true emergency (see above) during office hours (M-F 8:30am-4:30pm) please call 314-833-5225 and select 0 to talk with the maintenance coordinator. If the emergency occurs after hours, please call 314-833-5225 and press 1 for the on-call manager. If you are asked to leave a message, please provide the following information.

- your name clearly
- your property address and unit number
- your phone number
- briefly describe the problem in a few sentences or phrases

Our expert maintenance team will determine when someone will be sent out.

Emergency Number: 314-833-5225