



What is an Emergency?

Maintenance Emergencies

- **Water leak** – That is causing damage to the property and cannot be controlled
- **Backed up sewer line** - Gray water or sewage puddling in the basement
- **No heat** - During the heating season of December-March
- **Electrical outage** - When connected to a heat source or an appliance
- **Clogged toilet** - When there is only 1 toilet available in the unit

For Emergencies Only! Call 717-797-4289, Option 1

Be ready to provide pictures

Non-emergencies that can wait until normal business hours

- Slow draining facilities
- Slow water leaks that are not causing damage to the property or are containable
- Damp basements
- Electrical outages not tied to a heat source or appliance
- No AC
- Clogged toilet when there are multiple toilets in the unit
- Refrigerator not cooling
- Broken window that can be temporarily boarded up

For Non-Emergencies – Submit request through Tenant Portal

Provide pictures and details

When to call 911:

- Fire / Medical / Criminal
- Burglary / Theft
- Noise Disturbances