

# After-hours maintenance policy

Template version 2026-09-20. Replace anything in [SQUARE BRACKETS] with your community's decision. Check the temperature thresholds and response times against the habitability requirements where you operate, since some cities set their own heat standards, and have your own counsel review the policy before you publish it.

## 1. Coverage hours

The leasing office is open [DAYS, HOURS]. Outside those hours, on weekends, and on [HOLIDAY LIST], calls to [COMMUNITY PHONE NUMBER] are answered by our after-hours maintenance line. Residents use the same number at all times.

## 2. What we treat as an emergency

An emergency is a condition that threatens safety or causes damage that worsens by the hour: an active water leak or flooding, sewage backing up into a unit, no heat below [TEMPERATURE, MEASURED INDOORS], no cooling above [TEMPERATURE, MEASURED INDOORS], a gas smell, sparking outlets or a burning smell, a total loss of power to the unit, a door or window that will not secure, or a fire or carbon monoxide alarm. A caller in immediate danger is told to hang up and dial 911 first.

## 3. What waits until the next business day

Appliance failures other than [EXCEPTIONS], a single slow or clogged drain, one non-working outlet, cosmetic damage, pest reports, and noise complaints handled by [COURTESY PATROL OR OFFICE]. A failed toilet is an emergency where the unit has [ONE BATHROOM ONLY / ANY NUMBER OF BATHROOMS]. Lockouts are classified in section 2 as [AN EMERGENCY / NOT AN EMERGENCY]; when they are not, the resident is [CHARGED \$X FOR A COURTESY UNLOCK / REFERRED TO A LOCKSMITH].

## 4. What a resident is asked for

Name, unit number, callback number, and a description of the problem in their own words. [Calls are recorded, and the recording and a transcript reach the office.] [Residents may report in English or Spanish.] Confirm with your answering service which of these it supports before publishing them.

## 5. Who is paged, and in what order

Emergencies page the technician on call for the current rotation. If there is no response within [MINUTES], the attempt repeats [NUMBER] times, then moves to [BACKUP TECHNICIAN], then to [MAINTENANCE SUPERVISOR], then to [PROPERTY MANAGER]. If nobody responds at the end of the list, [WHAT HAPPENS: THE OFFICE IS EMAILED / A VENDOR IS CALLED / THE ON-CALL PHONE ESCALATES TO A REGIONAL NUMBER]. The office is notified at the same time. Non-emergency messages page no one overnight.

## 6. Response targets

The on-call technician acknowledges an emergency page within [MINUTES] and is on site within [MINUTES OR HOURS]. If a vendor is required, [ROLE] authorizes the call up to [\$ LIMIT], above which [ROLE] approves it, and the vendor is [VENDOR NAME AND NUMBER].

## **7. What happens to a non-emergency message**

It is logged and appears in the office queue before opening. The office contacts the resident by [TIME] the next business day and schedules the work. Work orders are created in [PMS NAME] by [THE OFFICE / THE ANSWERING SERVICE, WHERE THE INTEGRATION SUPPORTS IT].

## **8. Documentation and retention**

Every after-hours call keeps a recording, a transcript, the classification, the notification attempts and their times, and the outcome. Records are retained for [PERIOD]. [WHO] reviews the log weekly.

## **9. Review**

This policy is owned by [ROLE] and reviewed [QUARTERLY / TWICE A YEAR]. The review checks the emergency criteria against what actually paged the on-call technician, the response times achieved, and any call where the outcome was disputed.

## **For residents**

If you are in danger, call 911 first. If you smell gas, leave the building, then call [GAS UTILITY AND NUMBER] from a safe place. For everything else, call [COMMUNITY PHONE NUMBER] any time. During office hours, [DAYS, HOURS], the team answers. After hours, your call is answered by our maintenance line. Choose the maintenance option for an emergency, such as an active leak, sewage backing up, no heat or cooling in dangerous weather, sparking outlets, or a door that will not secure, and we page the on-call technician right away. For anything else, choose the option for the office and leave a message; the office will call you back by [TIME] on the next business day.

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