



## Maintenance Requests

We classify work orders into two types: emergency and routine. Emergency work orders must be called into our 24/7 emergency line, as they require immediate attention from our staff of emergency technicians. Routine work orders are scheduled, and may be called in during business orders or submitted online.

### EMERGENCY WORK ORDERS

Call our 24/7 emergency line at (907) 753-1091 as soon as the emergency is detected. Do not submit emergency requests via website submissions.

- Locked out
- Unable to secure exterior door
- No power to housing unit
- Smoke detector beeping (and batteries have been changed out)
- Garage door inoperative with car inside garage
- Window broken
- Inoperative toilet- no other toilets in unit
- Sink drains or pipes leaking, causing damage
- Leaking appliances (that leak while turned off; water extraction is the emergency)
- Sprinkler (fire) system leaking
- All sinks clogged
- Floor drain clogged and backing up
- No/low water pressure
- No hot water
- Gas or burning smell
- Electrical sparking
- Inoperative Refrigerator or freezer
- Inoperative oven and stove (both)
- No heat, insufficient heat, or too much heat (heating won't shut off)
- Water leaks

### ROUTINE WORK ORDERS

Can be submitted online at [AuroraMilitaryhousing.com](http://AuroraMilitaryhousing.com) or by calling (907) 753-1091 between 8AM-5PM, Mon-Fri.

- Interior doors broken, inoperative, etc.
- Storm doors broken, inoperative, etc.
- Inoperative Dishwasher
- Inoperative Dryer
- Inoperative Washer
- Electrical outlet not working
- Broken Mirror
- Inoperative Windows
- Inoperative Toilet- other toilets available in unit
- Loose or damaged siding
- Light bulbs need changed (Aurora will change if over 10 feet high)
- Exhaust fans
- Faucet dripping
- Bathroom sink stoppage
- Inoperative Garbage Disposal
- Bathtub clogged
- Inoperative Light Switch
- Oven or stove (if only one) is inoperative
- Inoperative Heat Register
- Inoperative Garage Heater
- All other general maintenance

24/7 Maintenance Line: 907.753.1091