



Emergency Procedures

Leasing Office Hours:

Sunday 10:00am to 4:00pm

Monday 10:00am to 5:30pm, Tuesday 10:00am to 7:00pm

Wednesday – Friday 10:00am to 5:30pm, Saturday Closed

Phone: 609-832-1234 / Email: Jsutera@fernmoorhomes.com

Maintenance Office Hours: Monday – Friday 7:30am to 3:30pm

In the event of a **maintenance emergency**, outside office hours, please call the **emergency maintenance line at 732-998-0642**. If your call is not answered, please leave a detailed message including a call back number, your name and apartment number.

Please be sure to enter a maintenance request on the resident portal at

www.mi-placenj.com

Below is a list of what is considered to be a “Maintenance Emergency.”

Non-Emergency calls will be returned during maintenance hours.

- **Fire- CALL 911 immediately.**
- Flooding
- Plumbing leak
- Refrigerator not working
- Toilet Back Up (for apartments w/ one toilet)
- Shattered window glass
- Broken window locks on 1st floor apartments
- Shattered glass on sliding door
- Glass sliding door lock inoperable (ground floor only)
- Broken entry door incapable of securing
- Entry door locks not operating properly
- No heat (below 50 Degrees)
- Smoke/ CO alarms going off or in need of battery replacement
- No electricity
- Outlets/GFI's sparking
- No water/ No hot water/ No cold water

If you are locked out of your apartment, you must call maintenance at 732-998-0642.

Should you have any questions, concerns or issues during leasing office hours, please contact us via phone or email immediately.

Thank you, Mi Place Management