



3561 Truman Road OFFICE, Perrysburg, OH 43551
Phone (419) 837-6929 Fax (419)-837-9925

Emergency Maintenance

Regular maintenance issues should be called into the office during normal business hours; Monday-Friday 8:30AM to 5:00PM. If you are unable to call during business hours, please leave a detailed message on the answering machine including your lot number, a description of the work needed, and the best phone number to contact you at, and a work order will be created to ensure timely completion. Troy Villa is not responsible for Homeowners home maintenance issues unless they involve utility loss or connections. Troy Villa will NOT conduct repairs on Homeowner owned homes with the exception of the utilities that service the home.

If you are experiencing a maintenance emergency, please call:

(419)-277-0625

Common Maintenance emergencies include, but are not limited to:

- No Water
- No Heat
- Water coming out from under your home
- Furnace Malfunctions.

Please remember that the emergency maintenance phone line is to be used ONLY for after-hours maintenance emergencies between the hours of. You MUST leave a message if our technician on call is unable to answer. We will not call back if you do not leave a message.

IF YOU ARE EXPERIENCING A LIFE-THREATENING EMERGENCY, DIAL 911 IMMEDIATELY.

WATER LINE FREEZE UPS

Home renters need to contact the Troy Villa Office immediately to avoid additional damage. Homeowners, In the event you have an unforeseen heat tape failure or home freeze up, it is important to remember that although we are not able to thaw homeowners homes, you must call the office to report the freeze so we can check for running water and mitigate damages to our underground utilities. You must contact a company to thaw your homes water lines out immediately and repair the reason for the freeze up to prevent issues in the future.

DO NOT DRIP WATER!!!!

If your heat tape is not working, repair it immediately in order to regain compliance with your lease agreement and prevent damage to the water system. Because of the importance of

heat tape and insulation, our protocol regarding failure to comply with the terms regarding these items is to take legal action should they be further neglected after receipt of this notice. If damage occurs to the water utility components servicing your home due to a freeze up, Troy Villa will bill the following charges to the tenant account which are due immediately upon service.

Common Costs for Freeze Up Damages:

Broken Freeze Plate On Water Meter \$100.00 + Labor

Broken Water Meter: \$225.00 + Labor

Broken Ball Valve/Riser Freeze: Starts at \$4000.00 and up

Labor For the Above Repairs: \$50/hr Per Technician

Riser Disconnection/Reconnection \$50(Each Time)

Please review the Winter Newsletter mailed and texted to all residents every year prior to winter weather for valuable resources regarding freeze up help for homeowners.

DO NOT DRIP WATER TO PREVENT WATER LINE FREEZE UPS!

If you drip your water to try to prevent freezing waterlines you will freeze up your main sewer line, meaning no drainage for your home's sewage. Unlike conventional houses, Mobile homes main sewer lines are not protected by a basement or crawl space. Your sewer line is exposed and does not have heat tape due to the size of the pipe. Dripping the water will cause an icicle effect and freeze this line rock solid. If this happens there is little to no chance of thawing this 3"-4" line meaning, the only way to fix it is to cut it out and replace it. What's worse than having frozen waterline? Also having a frozen sewer line and having to repair it in the middle of winter.

Remember to report frozen pipes as soon as possible to the Troy Villa Office.