

Rental Property
EMERGENCY MAINTENANCE

For Immediate Life-threatening Emergencies

Dial 911

Life-threatening maintenance emergencies include:

Fire/ Gas

- Anything is on fire with visible flame or smoke
- A broken gas line and the smell of gas is present
- Carbon monoxide leaks

Security

- Intruder Break-in

For Immediate Power/Electrical Emergencies

Dial your local power/ electrical provider (Xcel, CenterPoint Energy, etc.)

Power/ Electrical Maintenance Emergencies include:

Electrical

- Loss of electricity caused by or related to the power company

For All Other Maintenance Emergencies

Dial 507-334-3499

The following are considered maintenance emergencies.

Water

- Water spraying out of pipes, faucets, or drains, in a volume that will cause damage to the unit
- Water is coming out of drains and is pouring out on floor in volumes that will damage unit
- Basement is flooding and causing damage to unit
- Water is coming through the ceiling and isn't stopping
- Loss of water to the unit

Heating/ Cooling

- Loss of heat when temperatures are under 55 degrees
- Loss of cooling when temperatures are over 90 degrees - Unless thru-the-wall AC units or central air are provided, tenants are responsible for their own AC units and maintenance

Electrical

- Loss of electricity to heat source that are not caused by or related to the power company
- Exposed electrical wire

Lockout

- If a tenant is locked out of their unit when the temperature is below 0 degrees
- If the lock is broken on your entry door

Other

- Person stuck in elevator
- Broken windows, doors, or other security related issues

For All Other Non-Maintenance Emergencies

Dial 507-334-3499 | Login to Tenant Portal and click 'Request Maintenance'

For prompt response to all **NON-EMERGENCY** maintenance issues, please submit a maintenance request