

Emergencies and Maintenance Policy

To report a maintenance concern or work order, please utilize the 'Tenant Information' tab on our website at www.cooperrentals.com. Work orders received through this portal are monitored during normal business hours and are assigned a priority upon receipt. <https://www.cooperrentals.com/tenant-information/>

For Emergencies, please call our office phone number at 603-432-3380, and then send a text to 603-234-8699.

The following constitutes an emergency:

- ❖ **Flooding**
 - For leaks, please send a work order through website
- ❖ **No Water**
 - Reports of no HOT water will be addressed during regular business hours.
- ❖ **No Heat**
 - During winter months
- ❖ **Fire/Carbon Monoxide**
 - Report only after calling 911/fire dept.
- ❖ **Gas Leak**
 - Report only after notifying gas company

Please do not send emails or work orders to report an emergency. Please do not text work orders to any employee of E&J Cooper Properties; they will not be addressed.

Fire, injury, or illegal activities should be reported to the authorities immediately.

Lockouts do not constitute an emergency and are addressed in our policies manual.