



EMERGENCY MAINTENANCE:

Fire, Flood or Rescue:	If you suspect a Gas Leak:	LUX Residential Emergency Line:
Call 911	1-866-900-4460	1-800-436-2196
Then contact management	Leave the area immediately	(Only after hours or Holidays)

Reasons to call the LUX Residential **Emergency Line** (after hours or holidays):

- No heat** (during freezing temperatures below 32 degrees)
- Water leaks or sewage backups**
- You are locked out** (please ensure you have tried every possible entrance, and if you have keyless entry, that you have tried turning the deadbolt lock after entering the code) Please keep in mind, fees will incur for lock outs or key replacement in some scenarios you may want to consider a local locksmith.
- Malfunction of smoke alarms** (you can try resetting the unit by pressing and holding the reset button but should NEVER cover or unplug an alarm system without contacting management to fix the unit if it is more than a simple battery replacement issue)
- To inform management of a critical safety scenario or hazardous environment**

URGENT maintenance requests (NOT an emergency):

-Although having **no hot water** (as long as it is NOT due to no heat), there is an **appliance malfunction**, a **toilet is clogged**, or dealing with **pests** can be frustrating, they **do not constitute an emergency**. For a scenario such as this, please **place an urgent maintenance request** in your online tenant portal so that we can address it at our absolute earliest convenience during regular business hours.

NON-URGENT maintenance requests:

Please place a service request of normal to low urgency in your online tenant portal and we will address all routine maintenance in a timely manner in order of priority.

Other scenarios and how to handle them:

- Noise complaints, in extreme cases, can be filed with the local police station, followed by an email to management at pm@luxrealty.com to notify us if it involves other tenants or a multi-unit building that we'd want to be aware of.
- If you are a Portland resident and your vehicle has been towed, you will need to contact the city to find out where it has been taken by the nearest local tow companies.

We thank you in advance!