

Maintenance Emergencies

For all maintenance emergencies, please contact the maintenance department at 717-274-1403. If someone is not available in the office, an option will be provided to connect to the answering service.

The following maintenance issues are considered an emergency:

1. Fire – A fire of any type or size is considered an emergency.
2. Gas Leak – Any gas leak will be considered an emergency and the tenant will be required to call the fire department (911) and gas company (UGI 800-276-2722) while maintenance is in route.
3. Sewer Backups – A sewer backup that overflows causing damage to property is an emergency. A sewer stoppage that does not overflow is NOT an emergency if a second bathroom is available. Bathroom sink, shower/tub clogs are not considered an emergency and will be addressed the next business day.
4. Water Leaks – Flooding is an emergency and we encourage the resident to turn off the water at the source, if possible, to minimize damage until help arrives. Minor drips or small drain leaks that can be collected by a small bucket would not be considered an emergency.
5. Natural Disaster – Damage caused by wind, storm or fire is an emergency.
6. Heat – Lack of heat is an emergency **IF** the outside temperature is or is expected to drop below 55 degrees Fahrenheit.
7. Cooling – If air conditioning is provided by the landlord, lack of air conditioning is an emergency **IF** the outside temperature is or is expected to rise above 80 degrees Fahrenheit.
8. Appliances – A completely inoperable refrigerator is only an emergency if it will be more than 24 hours before the next business day.
9. Hot Water – A hot water heater that goes out is NOT an emergency unless water is leaking.
10. Smoke Detector – A broken or inoperable smoke detector is considered an emergency.
11. Power Failure – A power failure which is community wide from a storm or other incident is not considered a maintenance emergency. Any other power failures which affect an entire unit is considered an emergency. If the outage is limited to nonessential outlet(s), the issue will be addressed the following business day.
12. Elevators – An inoperable elevator is not an emergency if another elevator is available.

If you feel there is an imminent threat of injury or death to any person, call 911 immediately and then notify the maintenance department of the emergency.

All non-emergency maintenance requests can also be made by calling the maintenance department at 717-274-1403. You can also submit your requests via email to maint@bps-pa.com. For Voicemails or Emails, please include as much information as possible about the maintenance request including your Name, Contact Phone #, Address, Apartment #, and if we have permission to enter if you are not home.

While many repairs will be performed at no charge to the tenant, if applicable, any fees or charges will be billed at established rates in accordance with your lease agreement. Rates are available from your Property Manager.