



**Emergency Issues:**

No Heat/after checking breakers

No Electricity/after checking breakers

Water leak/turn off water

Loss of use of toilet (1-bathroom apartments)

**For Emergency Issues:**

- OFFICE HOURS - Call THE ROMERO GROUP 970-273-3100/follow up with an email and or maintenance requests.
- AFTER HOURS – CALL THE ROMERO GROUP - 970-273-3100, follow the prompts to the after-hours Emergency Maintenance contact. If you do not speak to someone immediately, leave a detailed message including your unit number along with your contact information.

**Non-Emergency Maintenance Request**

--- > USE TENANT PORTAL < ---

If the issue is not deemed an emergency, you could be responsible for the costs associated with the service call.

- All general maintenance requests will be addressed within 48 hours. You are not required to be present during the repair/assessment. However, if you would like to be home during the general repair/assessment, maintenance hours are between 9:00am - 5:00pm, Monday-Friday, with limited availability on weekends. Should you wish to schedule a specific time for a repair that requires an outside contractor (Monday-Friday, please note that many of contractor's schedule in 4-8 hour time windows and this may result in a delay before a technician is able to resolve your maintenance issue.

Also, please know that should you cancel (or turn-away) an outside contractor within 24 hours of the scheduled date and time, you may be charged the service fee for repair appointment.



## **TROUBLESHOOTING TIPS:**

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### **Smoke detector**

- Alarm chirps (short beep) periodically  
This indicates that the device has a low battery, please notify \*\*\*\*\*
  - If Device beeps or displays lights in a manner not described above, call \*\*\*\*\*
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### **Carbon Monoxide Detector**

- Device chirps (short beep) once every 30 seconds  
This indicates that the device has a low battery, please notify \*\*\*\*\*
  - If Device beeps or displays lights in a manner not described above, call \*\*\*\*\*
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### **I have no power to my switches/electrical outlets in one room, appliance does not work**

- Check and reset breaker panel.
  - Check and reset all GFI (Ground Fault Indicator) outlets (located in kitchen, bathroom)
  - Check if plug works off a wall switch.
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### **I have no electricity:**

- Check all breakers, flip them hard to the OFF position and then hard to the ON position.
  - Check your GFI outlet by pressing the Re-Set button
  - Check with Holy Cross Electric (970-945-5491) and your neighbors if it is an area outage.
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### **I have no hot water:**

Check and reset breaker in power panel.

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### **My toilet/sinks are clogged:**

Use a plunger to see if this releases the clog.  
Clean out drains with drain tool, most likely hair or foreign debris. Note all drains are cleared as part of the move out process between residents. If hair build up/foreign objects found in drain/toilets, you will be charged for service call and removal of debris.



**My garbage disposal is clogged or doesn't work:**

If you do **not** hear a buzz when you turn it on, it most likely needs to be reset:

- Press the reset button on the bottom of the disposal and test.

If you **do** hear a buzz:

- Turn off disposal and unplug from wall
- Mounted on the side of the disposal or side of cabinet may be an Allen Wrench.
- Put the wrench in the center shaft and gently twist back and forth to clear the jam.
- Remove the object that is causing the obstruction, plug it back in, turn it on, and test.

Note: In the event Maintenance Team is called, and a foreign object is the cause of the malfunction, tenant will be charged for the repair and service call.

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**My toilet/sink/dishwasher/tub appears to be leaking:**

Turn off water fixture, turn off water at supply line and notify The Romero Group at 970-273-3100.

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**I have no heat:**

Check all circuit breakers.

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**I have no air-conditioning:**

Check circuit breaker - Please note: Having no air-conditioning is not considered an emergency, however, we will do our best to get it resolved for you as soon as possible.

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**A special note on TRASH:**

- ALL boxes and CARDBOARD are to be broken down and taken to the OUTSIDE TRASH AREA SHED
- ALL trash MUST bagged and dropped in the garbage chute.
- If the recycle bins are FULL take your recycle down to the OUTSIDE TRASH AREA SHED
- PLEASE, do not place any household trash in any of the hallway trash bins, this is for paper only.
- PLEASE, do not put any dog feces in the hallway trash bins.

ALWAYS CARRY YOUR UNIT KEY WITH YOU  
AFTER HOURS LOCK OUT FEE IS \$150.00