

## EMERGENCY NUMBERS

### **Crescentviews at Sonoran Mountain Ranch FOR USE AFTER 5PM MONDAY - FRIDAY, WEEKENDS AND HOLIDAYS**

Plumbing	Whitton Plumbing	480-201-3418
Electrical	Universal Electric	623-780-1098
Heating/Cooling	Sonoran Air	623-581-9555
Roofing	Specialty Roofing –OR- Petersen-Dean Roofing -Doug Peacock	623-979-4885 602-721-1828
Appliances	GE Factory Service	800-626-2000
Security/ Structural Wiring (S)	Guard-O-Matic	480-831-8118
Garage Door	Anoriza Garage Door	480-598-9200
Homeowners Association	City Property Management	602-437-4777
Water Systems	Westar	602-271-0100

Fireplace: If you smell gas, contact SW Gas (utility company). For any other issue, contact Golden Flame (480-948-9919) during normal business hours.

#### **Emergency Services provided after 5pm, weekends and holidays:**

- Total stoppage of the plumbing sewer system
- A water leak requiring water service to be shut off to avoid serious damage to your home or furnishings
- Loss of electrical service
- **Roof Leak:** While we agree with homeowners that a roof leak is indeed an emergency, the reality is that repairs cannot safely or effectively be performed while the roof is wet. During business hours, contact your Customer Care Representative with the information, take appropriate steps to mitigate damage, and we will schedule repairs when weather conditions allow.

If you are experiencing one of the emergencies as stated above, call the designated subcontractor's emergency number. If no response within 24 hours, then:

- Call a licensed service company from the yellow pages and have the problem corrected. If this situation occurs, you will be reimbursed for the service call providing there is a service call receipt and if the problem was a fault of Maracay Homes or one of our subcontractors.
- Directly following your emergency service, submit your emergency in writing on a customer service request form.