



MAINTENANCE AFTERHOURS- EMERGENCY REQUESTS

Maintenance Afterhours or Emergency Request must be made in the following ways:

1. All emergency requests **must be called in** by phone on our maintenance line **860-525-4454**. Residents can also follow up by submitting a request on the online portal. This ensures that repairs are tracked and responded accurately. Emergency requests are attended to with priority and up to 24 hours after submission.
2. The following items are considered an emergency request:
 - No heat
 - No hot water
 - Loss of electricity due to building failure
 - A clogged toilet or back up
 - Locked out of the apartment (Must have an ID present)
 - Active leak
 - Any dispatched requests that results as a non-emergency request may be assessed a travel fee*
3. For non-maintenance requests call the local police/fire department first and then submit a request for follow up on your resident portal or call the office. These requests include:
 - Vandalism
 - Fire
 - Drug-related issues
 - Robbery/break-in and entry
 - Noise complaints and other nuisances

4. Important Contact Information

Hartford Police Department- 860-757-4000

Hartford Fire Department- 860 757-4500

CNG- Emergency Line- 866-924-5325

Cross Country Towing- 860-296-2826

Snow Parking Ban- Please visit the city of Hartford's website at the following hartford.gov/Government/Departments/Public-Works/Snow-Parking-Ban