



Arete Management

24/7 TENANT SUPPORT LINE



Dear valued tenant,

We are proud to announce that your building is now signed up with the Tenant Support Line. If a maintenance issue ever arises in your apartment, please call the number below, 24 hours a day, 7 days a week, and submit a request for maintenance or repairs. This service has been provided by your property manager and is 100% free. By calling this number your request will be immediately sent to the appropriate staff who can dispatch someone to correct the issue as soon as possible. Calling the Tenant Support Line is the fastest way to resolve your maintenance issue.

FOR ANY MAINTENANCE ISSUES OR REPAIRS, CALL: (716) 568-7139

PRESS FOR THE FOLLOWING OPTIONS:

1) NEW REQUEST OR 2) CHECK STATUS OF EXISTING REQUEST

1. HEAT OR HOT WATER

1. NO HEAT
2. HEAT BUT UNCOMFORTABLE TEMPERATURE
3. HOT WATER
4. ISSUE WITH RADIATOR
5. DEFECTIVE THERMOSTAT
6. ANY OTHER HEAT OR HOT WATER ISSUE

2. WALLS, DOORS, FLOOR ISSUES

1. PAINT ISSUE
2. CRACKED OR DAMAGED WALL
3. MOLD
4. DAMAGED FLOOR
5. BROKEN OR DEFECTIVE DOOR
6. MISSING KEY

3. WINDOW REPAIRS, WINDOW GUARDS

1. JAMMED OR INOPERATIVE WINDOW
2. BROKEN OR MISSING GUARD
3. DAMAGED SCREEN
4. DAMAGED GLASS
5. ANY OTHER WINDOW ISSUE

4. ELECTRICAL AND LIGHTING FIXTURE REPAIRS

1. NO POWER
2. BROKEN LIGHT FIXTURE
3. INTERCOM
4. DEFECTIVE POWER OUTLET
5. EXPOSED WIRES
6. ANY OTHER ELECTRICAL ISSUE

5. PLUMBING ISSUES, FIXTURES AND LEAKS

1. WATER LEAK
2. ISSUE WITH SINK
3. ISSUE WITH TOILET
4. ISSUE WITH TUB OR SHOWER
5. ISSUE WITH RADIATOR
6. ANY OTHER PLUMBING ISSUE

6. PEST CONTROL ISSUES

1. MICE
2. ROACHES
3. BEDBUGS
4. ANTS
5. FLIES
6. FLEES
7. RATS
8. TERMITES
9. ANY OTHER PEST ISSUE

7. APPLIANCE ISSUES

1. STOVE
2. REFRIGERATOR
3. WASHING MACHINE (LAUNDRY)
4. DRYER ISSUE (LAUNDRY)

8. SMOKE AND CARBON MONOXIDE DETECTORS

1. MISSING SMOKE DETECTOR
2. SMOKE DETECTOR NOT WORKING
3. MISSING CARBON MONOXIDE
4. CARBON MONOXIDE NOT WORKING

9. ANY OTHER REPAIR