AE-University Housing Procedures Regarding After Hours Maintenance

AE-University Housing offers our residents on-call Maintenance personnel for emergencies only, during non-business hours.

- In order to report emergency maintenance issues, please call 713.500.8444 after hours, and follow the instructions provided.

What is and isn’t an emergency?

We have developed a response procedure for emergencies and other situations that arise during non-business hours. We believe that if you know what to expect from us, you’ll be better prepared to deal with an unexpected event.

Common Issues That Arise After Hours

**Air Conditioning**
Failure of the AC system is NOT an emergency unless it’s over 85 degrees outside. Otherwise, please report the problem on the web, via voice mail 713.500.8444, or during regular office hours.

**No Heat in your Apartment**
This is only an emergency if it’s below 55 degrees outside and your apartment heat isn’t working due to mechanical malfunction. If your heat is not working because the electricity is shut off, call your electric provider not emergency maintenance.

**No Electricity in your Apartment**
Blown fuses are not considered after-hours emergencies. Please familiarize yourself with the location of your breaker box. Electrical outage may be considered an emergency ONLY if there is no electricity throughout the unit AND you have already verified with your electric provider that they have not shut-off the electricity to your apartment. Partial outage does not constitute an emergency. Check all circuit breakers by flipping them hard to the OFF position and then hard to the ON position and reset any and all GCFI breakers on your kitchen and bathroom outlets.

**Major Water Leaks**
There are 2 types of water leaks: those that can wait, and those that can’t. If the leak can be contained in a bucket until a maintenance person is available, it probably isn’t considered an emergency. (Small leaks underneath a kitchen sink, for example, can likely wait.) A gushing broken pipe, on the other hand, definitely warrants a call to management. Call immediately
713.500.8444 if there is risk of damage to possessions or the property and you cannot contain the leak.

**Fire**
Call 911 first!! Then call UTPD 713.792.2890.

**No Hot Water in your Apartment**
This may be considered an emergency ONLY if there has been no hot water for an extended period of time: Days Not Hours. In the event of no hot water, and it is not during normal business hours, we may be unable to repair the problem in as timely a manner as we would like, so be resourceful in the meantime.

**Clogged or Backed Up Toilet**
This may be considered an emergency ONLY if there is only one toilet in the apartment AND you have made every effort, including plunging, to clear the stoppage yourself. In any case, turn off the valve behind the toilet, shut the lid and clean up any mess – due to health issues UT Health representatives will generally not begin work until the area is cleaned up and essentially free of bacterial contaminants.

**Lockouts**
In the event you are locked out of your apartment or bedroom after hours due to a broken key or lock, call 713.500.8444. Being locked out of a bathroom is considered an emergency ONLY if there is only one toilet in the apartment.

**Broken Window Glass**
Maintenance will respond to secure the window until the repair can be scheduled during normal business hours.

**Live or Dead Animals**
In the event you observe a live or dead animal inside or outside your apartment call 713.500.8444