



Frequently Asked Questions

*We have heard a lot of questions in our time, but these ones have some pretty straight forward answers.
Please try these remedies before calling us.*

Lights not working?

Check the breaker box. Turn tripped breaker to the off position, then to on.

Loud Noises?

Call the office and/or call the Police.

Maintenance Emergency?

Call our office at (608)563-0013, Follow the prompts for maintenance, your call will be forwarded to our on call phone. HOWEVER, if there's Fire, Flood, or Blood or somebody's hurt/threatened call 911 first!

Leaky Faucet?

Shut off the water supply under the sink and submit a maintenance request.

Leaking A/C?

Prop up with shims or unplug and submit a maintenance request.

Toilet not flushing?

Lift the tank lid and check to see if the chain is connected, lift flapper to flush. Submit a maintenance request.

Toilet won't stop running?

Take the tank lid off and make sure nothing is caught in the flapper. Turn off the water supply valve coming from the wall to the toilet and contact us ASAP! Otherwise, your water bill and/or the landlord's water bill will be sky high!

Sink/Tub clogged?

Cover the air hole and plunge.

GFCI outlet not working?

Hit the reset button on the outlet.

Throwing out a large item?

Do not put it in front of the dumpster, they will not pick it up. You must take it to the city landfill.