



HELPFUL NUMBERS AND MAINTENANCE TIPS

EMERGENCIES
FOR ALL LIFE-THREATENING EMERGENCIES
CALL 911

Please Note: There are few emergencies! Fire, flood, uncontrollable water, a backed-up sewer, an electrical problem that is potentially life threatening, or a gas leak are instances of emergencies.

If your matter is not considered an emergency, it will be replied to in the next business day or two.

Gas Leak Emergency

Gas leaks are a safety threat and require immediate investigation. If you smell gas in or outside your apartment, call the PG&E 24-hour support line immediately @ 1-800-743-5002 and then leave your apartment until repairs can be made.

Plumbing Emergency

Turning off the water supply is the first step. (Make sure you know where all the water shut-off valves are.) Then contact management @ 916-728-1500 or 916-805-3714 if after hours.

Plumbing emergencies are those that require immediate action now, such as:

- Broken water lines
- Burst or frozen water pipes
- Sewer system backups

OTHER EMERGENCY NUMBERS

Poison Control Center	PCC Website	Phone: 1-800-222-1222
Citrus Heights Fire Dept.	Metro Fire Sacramento Website (station 23)	Phone: 1-916-859-4300
Citrus Heights Police Dept.	Citrus Heights Police Department Website	Phone: 1-916-727-4780
California Highway Patrol	California Highway Patrol Website	Phone: 1-916-338-6710

NEAREST HOSPITAL / URGENT CARE CENTERS

Mercy San Juan Emergency Center	Mercy San Juan Emergency Center Website	Phone: 1-916-537-5000
Urgent Care Now	Urgent Care Now Website	Phone: 1-916-727-1400

POSTAL SERVICE, SCHOOL DISTRICT & TRANSIT SERVICES

Nearest Pharmacy	Walgreens Website	Phone: 1-916-726-680
Citrus Heights Postal Service	Postal Service Website	Phone: 1-916-725-1290
Public Transit Services	Transit Services Website	Phone: 1-916-556-0100
Nearby School District	San Juan Unified Website	Phone: 1-916-261-1876
Citrus Heights Area Sewer District	Sewer District Website	Phone: 1-916-725-2448
Citrus Heights DMV Express	Express DMV Website	Phone: 1-916-261-1876

UTILITIES

PG&E	PG&E Website	Phone: 1-800-743-5002
Garbage Collection	Waste Management Website	Phone: 1-855-970-9808
Water Service	American Water Website	Phone: 1-888-237-1333
SMUD	SMUD Website	Phone: 1-888-742-7683

PHONE & INTERNET

Phone: AT&T	AT&T Website	Phone: 1-800-288-2020
Internet : Comcast/Xfinity	Comcast Website	Phone: 1-844-389-4656

QUICK TIPS:

- **GARBAGE DISPOSAL DOES NOT WORK**- Check underneath the disposal unit and press the reset button. Avoid putting these items into your disposal: grease, potato peels, onion skins, pasta, egg shells, celery, apple peels, coffee grounds, carrot peels, cucumber peels, fibrous vegetables (especially lettuce).
- **ELECTRICAL OUTLETS AND LIGHTS DO NOT WORK IN SECTIONS OF THE HOME**- Check the circuit breakers.
- **CIRCUIT BREAKERS KEEP GOING OFF**- Check all appliances to make sure you haven't overworked a particular outlet. If you have a microwave, a toaster and another appliance operating on the same plug, you may overload the circuit breaker when you use all three at once. Surge protectors do not provide additional capacity. Space heaters or portable A/C units should never be plugged into an extension cord and may overload a circuit breaker.
- **SMOKE ALARMS AND CARBON MONOXIDE DETECTORS DO NOT WORK**- Check the batteries in the unit. Note: Residents are responsible for replacing the batteries in all smoke alarms and Carbon Monoxide detectors. If the alarm does not work after you have replaced the battery, contact Property Management at 916-738-1500
- **AIR CONDITIONING DOES NOT WORK - IF YOUR AC IS NOT WORKING**, you must first check the breaker. If your AC is not cooling shut the unit off, leave it off for about an hour- then turn it back on to see if it cools. During the summer AC units can overheat causing them to freeze up and sometimes need to be defrosted. Overheating is caused by setting temperatures to low
- (76 degrees or lower). If neither of the above items fixed the problem. Please be sure and call or email property management immediately to report the issue.
- **OVEN DOES NOT WORK** -If the oven does not work, check time-bake or cleaning to make sure these settings are not preventing heating.
- **TOILETS WILL NOT FLUSH OR IS CLOGGED** - No paper products other than toilet paper should be flushed down the toilet. Before you call the Apartment Manager, be sure to plunge your toilet and attempt to un-plug the clog. If your toilet is overflowing with water, or if you notice water around the base of the toilet, turn off the water valve at the bottom rear of the toilet. Please wipe up excess water. This will help prevent any further water damage to your bathroom floor.
- **SINKS AND TUBS** –Please **DO NOT USE DRANO** and other caustic cleaners to unclog your drains. These products are very harmful to both the plumbing and our technicians servicing your drains. First try to clean out the drain; if the clog does not lessen, call the Apartment Manager. Please be sure to inform the Manager if you have used any of the drain un-clogging products.
- **WALL HEATER ***NEVER ATTEMPT TO LIGHT A PILOT LIGHT IF THERE IS STRONG SMELL OF GAS IN THE APARTMENT!!*****
Leave the apartment immediately and call the PG&E emergency number at 1-800-743-5002 and they will come out (usually within an hour) and investigate the situation at no cost to you.