

PLEASE REVIEW BEFORE SUBMITTING A MAINTENANCE REQUEST

After-Hours Emergency Notice

If this is an emergency requiring immediate building assistance, please contact the River Place Gatehouse at **703-525-6321**.

Emergency situations may include:

- Flooding or active water intrusion
- Loss of electrical power beyond fuse replacement

Gas Safety & Pilot Light Guidance

If you smell gas or suspect a gas leak, leave the area immediately. Do not use electrical switches, appliances, phones, or open flames inside the affected area.

Once you are in a safe location, call **911** and contact Washington Gas Emergency Services:

- Washington Gas Emergency Line: **844-WASHGAS (844-927-4427)**

Building-Managed Services

Please note that heating, air conditioning, and pest control services are the responsibility of your building's management. If your request involves HVAC (heat/air conditioning) issues or pest control concerns, please contact your building management directly.

Lock-Outs

Residents who are locked out of their unit are responsible for arranging and paying for locksmith services. Neither the building nor Landmark Realty Group is responsible for providing access to the unit or covering any costs associated with lock-out situations.

Resident Responsibility Notice: Before submitting a maintenance request, please review your Welcome Letter available in your tenant portal. The Welcome Letter outlines resident responsibilities and identifies certain maintenance items that may be the financial responsibility of the resident. Submitting a maintenance request does not guarantee that the repair will be covered by the landlord. If a service call is made for an issue that is determined to be the resident's responsibility, the resident may be responsible for the associated costs.

MAINTENANCE REQUESTS SUBMITTED THROUGH THIS FORM FOR THE ITEMS LISTED ABOVE MAY RESULT IN DELAYS. EMERGENCY SITUATIONS SHOULD BE REPORTED DIRECTLY TO THE APPROPRIATE EMERGENCY CONTACT, AND BUILDING-MANAGED SERVICES SHOULD BE REPORTED DIRECTLY TO YOUR BUILDING MANAGEMENT. REQUESTS SUBMITTED THROUGH THIS FORM FOR THOSE ISSUES MAY REQUIRE REDIRECTION TO THE APPROPRIATE PARTY, WHICH COULD DELAY RESOLUTION.