

## **Tioga Service Guarantee**

**24 Hour Maintenance Emergencies can be reported by calling  
(209) 723-3254**

**For Life Threatening Emergencies, please dial 911 first, then call us.**

### **OUR MAINTENANCE TEAM PLEDGE**

Our maintenance team does regular preventative maintenance inspections of all Major appliances, smoke detectors, and any other maintenance prevention as required. Routine service requests made during the week will be addressed within 24 hours.

### **THAT'S OUR PLEDGE TO YOU!**

In the event your service request requires parts to be ordered, it will be considered, addressed and repaired within 24 hours of receiving your part. If your services request goes un-addressed for more than 24 hours, you will receive a **\$ 25 rent credit.**

If you feel your request was not addressed to your Complete Satisfaction; please notify us within 24 hours. In addition, service requests made on weekends, after hours, and holidays will be addressed within 24 hours of the next scheduled work day. Emergency situations will receive prompt attention. Restrictions, include but are not limited to, natural disasters, acts of God, or other unforeseen events.



***Service Guaranteed!***