

# Maintenance

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## Service Requests & Emergencies



### Service Requests

We take our management responsibilities seriously and have an easy process for reporting problems. Should you need service or have a maintenance issue, please visit our website at [oxfordrez.com](http://oxfordrez.com) and do the following:

1. Select "Residential Maintenance Request" at Resident Services.
2. Sign in and then select Maintenance Requests.
3. Fill out the form and submit.

This is the quickest way to resolve your maintenance issue!

You may also contact us by phone at **734.747.6000** or email at [maintenance@oxfordcompanies.com](mailto:maintenance@oxfordcompanies.com)

### Emergencies

Call **734.747.6000**

Examples of emergencies are:

- Security breach (broken windows, doors, etc.)
- Water leaks that cannot be contained
- Gas leaks
- Loss of power
- Locked out of apartment
- No hot water
- No heat (below 68 degrees in apartment)
- Sewer backup or frozen pipes
- Non-functioning toilet in one-bathroom unit

Things that are *not* emergencies: light bulb out, laundry machines not working, garbage disposal not working, or parking issues.

*If you have any questions or concerns, please contact our residential office between  
8:30 am to 5:00 pm Monday through Friday.*

Best Regards,  
Oxford Residential Team