

After-Hours Repair Emergencies

An emergency is a fire, a water leak (not irrigation), no water or no power to your home that cannot be resolved by the local utility company, a gas leak, a vehicle trapped in a garage that cannot be manually opened, or heating/ac for households with elderly or disabled. All other requests will be handled the following business day.

- FIRE, call 911 and then call us.
- NO WATER OR POWER at all, call the local utility company first to see if services are down for your neighborhood. If the utility company is not responsible for your utilities being out, please call us. If you have lost partial power, most likely a GFCI Outlet is tripped or a Circuit Breaker is tripped. GFCI outlets are typically located in bathrooms, kitchens, and garages, they will have two buttons, one to test and one to reset, click the reset button on each GFCI outlet. If the GFCI outlet reset doesn't work, you'll need to reset a circuit breaker, please view this video [How To Reset A Tripped Circuit Breaker](#)
- GAS LEAK – Immediately leave the property and call Oklahoma Natural Gas to come to your home to do a gas leak check and then call us.
- GARAGE DOOR STUCK CLOSE maybe the power is out or your electronic garage door opener will not open, follow the [directions](#) to manually open your garage door. Pay attention to the warnings.



- **WATER LEAK:** If you have a water leak, and it's fresh water, please try to turn the water line valve clockwise to close the valve and stop water to the source. A large bucket or bowl may be needed to collect water. Once the water leak is controlled, please contact our emergency line.
- **HEATING/AC** is not working at all, here are a few steps you'd need to try at home to see if there is a simple fix before contacting our office:
 - **FILTERS:** Have you changed your furnace filter(s) as required per the lease? A clogged filter can stop a furnace or ac from working properly.
 - **THERMOSTAT:** Do you have a Mercury dial or electronic programmable thermostat? If an electronic programmable thermostat, is the thermostat working? Does the display on the thermostat light up? You may need to change the battery in the thermostat.
 - Finally, have you checked the circuit breaker in the electrical panel to make sure there is power going to your furnace or ac? To reset a circuit breaker, please view this video [How to Reset a Tripped Circuit Breaker](#). The Circuit Breaker is typically located by the gas meter outside on the side of the garage. If the above steps did not correct the issue, please place a work order request on your portal. The repair will be handled the following business day unless someone in your household is elderly or disabled. If the heating outage is during the cold season and the temperatures are below 55 degrees, please contact us as we can arrange to bring you portable heaters until the furnace issue is resolved.



BACA REALTY GROUP

Baca Realty is a full service independent Brokerage providing Real Estate services in Purcell, Slaughterville, Lexington, Noble, Newcastle, Norman, Moore, and the Oklahoma City Metropolitan Area.

Baca Realty Group has experience in every facet of real estate and will work alongside you every step of the way. We have built so many amazing and valuable relationships and look forward to building many more. We are more than a helping hand.



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