

Important Notification
General Services

Update: General Services Call Center Hours of Operation

May 8, 2017

Dear Residents,

To better service you, we have altered our office hours. Starting **Monday, June 5th** the General Services Call Center's hours of operation will be Monday thru Friday 8:00am to 4:00pm.

The business hours of the Call Center are always a primary concern to us as it is our goal to be available to the greatest number of residents and staff. We have conducted many different studies with our resident base and the results show that the majority of our residents prefer doing their maintenance request in the early morning hours, rather than afternoon. We are constantly monitoring and evaluating the needs of our residents and will adjust our business practices and hours of operations as these needs change.

Please be aware, if you have an after hour maintenance related emergency, you can contact Security Dispatch at 601-8806. For after-hours non-emergency maintenance request, please call 443-29serve (443.297.3783) and leave a message. Your call will be returned, in the order in which it was received, on the following business day.

Please refrain from contacting security for routine maintenance related issues.

As a reminder, the General Services Call Center supports the following departments: Maintenance, Housekeeping, Pest Control, Reserved Parking, Guest Rooms. Storage Bins, Carpet Cleaning, Customs, and Grounds.

Best Regards,



Michael Fischer, Director General Services