



After Hours / Weekend / Holiday Emergency Procedures

1. Submit a Maintenance Request through your Tenant Portal including one or more photos of the emergency.
2. Call our office at (912) 756-6888.
(Action will not be taken nor will call be returned if no voicemail is left and Maintenance Request is not completed.)
3. One of our Magnolia Coastal Properties representatives will contact you.

Texts to individual Magnolia Coastal representatives may not be answered as every rep is not always on call after-hours.

What is considered an emergency?

An emergency is anything related to the property under lease that is a threat to life, health or property.

If the situation is life-threatening, please call 911 immediately and report to us next.

Examples of emergencies:

- Fire
- Flood
- Sewage overflow
- Broken water pipes
- Gas odors
- Tree fallen on home
- Roof leaks
- Lightning strike to residence
- No air conditioning when outside temp is currently above 90 degrees or no heat when outside temp is currently below 45 degrees

Examples NOT considered emergencies:

- Locking yourself out of home
- Refrigerator or freezer not cooling.
(We recommend placing items in a cooler with ice if necessary.)
- Power off
- Electrical fixture not working
- Hot water heater not heating
- Oven not working
- Dishwasher not running

While these issues are inconvenient, uncomfortable, and can be frustrating, they are not emergencies and will be addressed during normal business hours.