

**Terra Realty & Management Group, Inc.**  
12061 Starcrest Avenue, San Antonio, TX 78247  
(210) 349-9966, Fax (210) 349-3464  
[www.terrarealtysa.com](http://www.terrarealtysa.com)

## **IMPORTANT NOTICE REGARDING MAINTENANCE AFTER BUSINESS HOURS**

For routine maintenance, please call (210) 349-9966 during normal business hours 9AM - 12PM and 1PM - 5PM, Monday through Friday. You can also fax your request to (210) 349-3464 or email to [info@terrarealtysa.com](mailto:info@terrarealtysa.com).

**Emergency maintenance calls after hours must be for a life-threatening or property-threatening situation.** Anyone calling in after business hours for a non-emergency call will be charged a \$50.00 fee.

Air-conditioning and heating calls are not considered an emergency, per your Lease. We will respond in a timely manner to your calls. Any calls after 5PM will be handled the next day, as our contractors are already booked for the day.

Also note that, per your Lease, you are responsible for knowing the location of your water cut-offs in case of a water leak. Almost all water cut-offs are located at the water meter by the curb on your street.

Please use common sense when leaving a message - include your name, address and, most importantly, a good phone number so we can contact you.

**If you have any questions on this matter,  
feel free to call during business hours.**