

# USEFUL INFORMATION

## Reaching Us for a Maintenance Emergency



Let's hope you won't need to, but you can reach us any time with a maintenance emergency. Simply call 1-877-728-3003 for any emergency needs outside regular business hours (5:00PM – 8:00AM, Monday through Friday, weekends, or holidays).

Please do make sure it is truly an emergency. For us this means things like no heat, flooding, fire, water leak, power failure etc. Non-urgent requests or needs can be addressed the next business day during regular business hours with your site contact.

Please submit all maintenance requests through our Resident Portal described on the next page.

## Reaching Us During Business Hours

For any other needs, questions or feedback, it's easy to reach us during normal business hours in any of the following ways.



- Email:** stcatharines-admin@rentclv.com
- Phone:** 905-646-0861
- At our office:** 614 Lake Street, St. Catharines, ON L2N 6P6

### Our current office hours are

|          |           |
|----------|-----------|
| Tuesday  | 2PM - 4PM |
| Thursday | 2PM - 4PM |

Please check online at [www.clvgroup.com](http://www.clvgroup.com) as these office hours are subject to change.



Now You're Home.

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