

IMPORTANT: Self-Help Maintenance



Locked Out

During business hours, please call the office [\(909\) 623-0535](tel:9096230535).
After hours and weekend call locksmith Dan's Key at [\(909\) 208-0435](tel:9092080435)
Re-key and/or lock replacement. Direct payment is required.



No Power

Electrical outlets or switches - reset the breaker
Outage first check Edison website:
<https://www.sce.com/outage-center/check-outage-status>
Contact our office: [\(909\) 242-7886](tel:9092427886)



Toilet Stoppage

Use a plunger to gradually pump the blockage.



No Hot Water

Reset the hot water heater breaker and allow the system to heat up for 15 minutes.



HVAC

Check HVAC breaker
Thermostat set at 70-75 °F - no lower the 68 °F.
Replace thermostat (x2) AA batteries and reset
Replace the HVAC filter (air handler not blocked)



Gas Odor

First call the Gas Company Emergency Line at [1\(800\) 427-2200](tel:18004272200).
Second contact our office - day [\(909\) 242-7886](tel:9092427886), night [\(909\) 398-0218](tel:9093980218)



Lighting not working - replace the light bulbs



Smoke detector beeping - replace the batteries



Broken Glass - call vendor Hernan's Glass at [\(626\) 824-2082](tel:6268242082) Direct payment is required.

Emergencies (such as a broken water pipe) - [\(909\) 398-0218](tel:9093980218)

Health Emergency - 911



DPOA Security

Non-emergency security problems - 24/7 security hotline [\(888\) 720-0007](tel:8887200007)
After-hours security escort to cars - 24/7 security hotline [\(888\) 720-0007](tel:8887200007)
Pomona Police Department - Non-Emergency Phone number [\(909\) 622-1241](tel:9096221241)

DPOA Maintenance

Public trash can cleanup DPOA Maintenance Department [\(909\) 843-0508](tel:9098430508)
Graffiti abatement DPOA Maintenance Department [\(909\) 843-0508](tel:9098430508)
Graffiti Film Estimates and Installation [\(909\) 843-0508](tel:9098430508)

Still need assistance from our Maintenance team?
Please go to the **Tenants Portal page on [ArtecoManagment.com](https://www.artecomagement.com)**
and click on the **Maintenance Form button.**
<https://www.artecomagement.com/tenants>