



# NOTICE

Due to several customers Middel Realty currently and previously has served, we have begun charging for **non-emergency** services for after hour calls. Before we list the price structure of non-emergency calls, please read the reason behind our rationale.

Over the last several years, Matt, Marc, Susan and Christian have noticed a slight increase in calls for after hour service calls. 90% of them are emergencies. What Middel Realty defines as emergency service is “any immediate concern that deals with **water damage** (running water from hot water heater, toilets, broken faucet with a continual leak, dishwasher ... water that just won’t stop and is damaging the home) **furnace or heating issues** (the home is without heat), a **fire or electrical issue relating to the furnace, refrigerator is no longer working**. In the end, if common sense dictates a call to us, please do. We **DO NOT** want to charge for service calls, but we have been experiencing some odd after hours call lately that requires a fee for service based on customers rationale.

Examples:

“Matt, my front door lock doesn’t work, let me in please”

This call was at 3 AM to open a door for a customer and they never thought that the door was working, because they were wearing fuzzy gloves and couldn’t grip the door properly. They never considered taking off their gloves, so they called Middel Realty instead.

Calls like this require a \$150.00 Service Fee

“Matt, what is your opinion about a crayon drawing in a garage I just found that looks like it was left by a gang?”

This call was at 1 AM and they just couldn’t wait till morning for a response.

Calls like this require a \$175.00 Service Fee

“Susan, This is \_\_\_\_\_, I left my key inside the house, I need to be let in.”

This call was at 11 PM and when Susan arrived at the house to let the teenager into the home, turns out that she didn't want to wake her parents up.

Calls like this require a \$150.00 Service Fee

“Christian, my refrigerator just stopped working.”

**Christian's** response was “okay, what time did you notice it”

**Customer** “around 2 PM, but I just remembered to call you now. Could you bring over a new fridge right now?”

This call was at 10 PM and Christian had a great suggestion...keep the door closed and we will bring over a fridge first thing in the morning. When we arrived at 8AM with a new fridge, the customer was upset that we woke them up.

Calls like this will not be charged for, but please, if your refrigerator isn't working, keep the door closed and we will fix it first thing in the morning.

At the end of the day, Middel Realty cares for your well being, but please respect our employees time when it is after normal business hours. We are the only company in town that answers the phone no matter what, so if you can use common sense and call us at 8:30 to report a repair, please do. If you are locked out and it is WAY after hours and it is an emergency or you just don't know who else to call, call us, but keep in mind that you MAY and MOST LIKELY will be charged for the service. As a general rule, expect to pay at the time of service. The service charge and payment due date are always at the discretion of the employee responding.

As always, if you have any questions feel free call us at 970-221-2300 or email us at [info@middelrealty.com](mailto:info@middelrealty.com)

Sincerely,

Matthew Middel