

# FAQ's for Various Problems and Complaints

We make reference below to contacting property services. Note that their number is 310-578-4908. If you want to make sure your problem is actually addressed you should ask that an incident report be filed and get the associated number. Without that, your problem may not get the attention you would like it to have.

1. What can I do if bothered by noise?
  - If the noise is something to be expected from apartment living perhaps you should just learn to live with it.
  - If the noise is coming from above call Property Services to see if it may be due to new flooring above.
  - If is due to a noisy party, loud TV, etc. call Property Services.
  - If due to road noise on Admiralty Way, check with Jennie at 310-578- 4901 to see if you can hire contractors to install double pane glass. You can not enclose your balcony with anything including glass.
  - If due to air conditioning vents, just be aware that this is being worked on by PMP. Contact us if you want an update.
2. What can I do about water leaks?
  - If all of a sudden call property services.
  - If long term problem and property services can't help, contact your insurance company. They can deal with trying to get the party responsible for your damages, or will cover it themselves.
3. What can I do about plugged up pipes?
  - Call Property Services.
4. What Kind of heaters can I install?
  - You may not install or use any heater using propane or anything else flammable.
  - You may not install electric heaters as they are considered a fire hazard.
5. How can I get frequent visitors on a permanent list?
  - Send an email to [propsvcs@marinacityclub.net](mailto:propsvcs@marinacityclub.net), with your name and unit number and the people to be put on your permanent list.
6. What can I do if I'm feeling lonely, out of touch, at risk in some way, etc.?
  - Contact Avital Khatirian: [akhat@pmpmanage.com](mailto:akhat@pmpmanage.com), or call 310- 578-4955 so the Executive Office can add you to our at-risk list and check on you.
7. What can I do if cigarette or marijuana smoke seeps into my unit?
  - Call Property services and let them know of the problem. But be aware that tracking smoke is very difficult and easy to get wrong. Other smoke, investigate and call the fire department if needed. If the unit in question has an outside closet for a water heater ask property to bring a key for that closet as it is easier to identify the smoke from such a closet.
8. Where can I find a list of approved vendors?
  - Here, you will find a link to the MCC Vendor List near the bottom of the page. You can use other vendors as long as they have the proper insurance and license. Email: Avital Khatirian: [akhat@pmpmanage.com](mailto:akhat@pmpmanage.com), 310- 578-4955 for more details.