Springfield Park Place

NEW RESIDENT GUIDE

WHO HANDLES WHAT?

A quick guide to help you know who to contact when you need assistance.

I NEED HELP WITH...	WHO TO CONTACT
HOA / COMMUNITY QUESTIONS	**SPP Management Office** General questions, policies, forms, resident information, and help finding the right resource.
WORK ORDERS & ASSOCIATION MAINTENANCE	**SPP Management Office** Association-related maintenance concerns and work-order questions.
ACCOUNT / PAYMENT QUESTIONS	**SPP Management Office** Questions about your Association account, payments, or related documentation.
PARKING, VEHICLES & PETS	**SPP Management Office** Community parking, vehicle registration, pet registration, and applicable requirements.
POOL, COURTS & AMENITIES	**SPP Management Office** Amenity access, seasonal schedules, reservations, and community rules.
EVENTS, MEETINGS & DOCUMENTS	**SPP Website / Management Office** Announcements, events, newsletters, meeting information, forms, and documents.
GARBAGE & RECYCLING	**Waste Hauler** Currently serviced by Interstate Waste Services. Beginning January 2027, service will transition to Westfield Dispose-All.
POWER OUTAGE / DOWNED WIRE	**Your Electric Utility** Contact JCP&L; or PSE&G;, as applicable. Stay away from downed wires and assume they are live.
GAS EMERGENCY	**Gas Utility / 911** Contact your gas utility immediately. If there is immediate danger, call 911.
POLICE / FIRE / MEDICAL EMERGENCY	**911** For an immediate threat to life, safety, or property.
POLICE - NON-EMERGENCY	**Springfield Police Department** For police matters that do not require an immediate emergency response.

NOT SURE WHO TO CONTACT?

Start with the Springfield Park Place Management Office. We are happy to help or point you in the right direction.

For phone numbers and contact details, refer to the **Important Contacts** page in your New Resident Guide.