



Frequently Asked Questions

What are the Abelia office opening hours?

The office is open Monday to Friday, 8am to 5pm and Saturday 9am to 2pm

When can we contact the office and technical manager?

*During office hours **only***

Monday to Friday, 8am to 5pm

Saturday 9am to 2pm

Office: +90 548 858 9668

What are the hours and contact number for the reception team?

Monday to Friday 8am – 11 Midnight

Saturday - 12 noon to 11pm

Sunday – 1pm – 11pm

Reception team: +90 548 858 9673

What are the local emergency contact numbers?

Ambulance – 112

Police emergency – 155

Iskele police +90 392 371 2333

Narkotik – 156

Fire service – 199

Forest fire - 177

What is the email address we can write to the Abelia team?

levent.management.services@gmail.com

What happens to our electric meter when the power goes out and returns?

During a power outage, the generator will activate and supply electricity to the buildings communal lighting system, elevators, and water pump systems.

In some cases, when the power is restored, the electric meter may switch itself into safe mode. This happens if the returning voltage is too high, as the meter is designed to prevent power surges that could damage electrical appliances in the apartments. When this occurs, the meter may shut down and remain in safe mode.

Homeowners are responsible for resetting their own meters, as the management company is not authorized to handle these devices. If assistance is required, homeowners must contact the electrical provider, KIB TEK, at (0392) 600 0960.

How can I top up my water?

Take your water top up card and visit the office during opening hours to purchase water.

Out of office hours you can also visit the reception to top up, if the receptionist is on the hourly patrol, please call +90 548 858 9673. If you are unable to make a call please wait for the receptionist to return to the desk.