

## AFTER HOURS EMERGENCIES

Below is a list of Emergencies that the After-Hours Emergency Van Driver will respond to. As noted, certain calls will be relayed or dispatched to the Driver regardless of time, day, or night. Other calls will only be relayed or passed on to the Driver up to a specific hour.

1. Smells Gas—Relay call 24 hours
2. Apartment/Building Fire—Relay call 24 hours
3. Malfunctioning Smoke Detectors—Relay call 24 hours
4. Busted Water Pipes and Water Leaks—Relay call 24 hours
5. Electrical Power Outage—Relay call 24 hours
6. Tenant Lock-Outs—Relay call 24 hours / \$65.00 Charge
7. Commode Stopped Up—Relay call up to 10:00 pm
8. No Heat—Relay call only in extreme conditions \*
9. Air Conditioner Not Working—Relay call only in extreme conditions \*
10. Refrigerator Inoperable—Relay call only when Maintenance is closed more than 24 hours. (Example: Sunday after 12:00 noon, there would be no call)
11. Main Sewer Blocked—Relay call only on weekends

\*No response after 12:00 Midnight by the Emergency Maintenance Personnel except in the case of #1---#6.

IF EMERGENCY MAINTENANCE PERSONNEL ARE CALLED OUT AND THERE IS NO EMERGENCY, THE RESIDENT WILL BE CHARGED A \$65.00 FLAT FEE.

