

AFTER HOUR PROCEDURE FOR RESPONSE

Revised November 28, 2011, Revised March 27, 2014, Revised July 30, 2015

NOTE: (A) Responding to a Non-Emergency call(s) the resident will be charged for the service call: \$45.00 NO EXCEPTION.

(B) Always get the resident to sign your After Hour's Slip and the log sheet.

WHEN ANSWERING SERVICE CALLS FIND OUT:

- 1) Apartment number and letter (A,B,C,D,E,F), and a phone number if possible.
Note: Campbell Court and Starnes Park apartment numbers are not followed by a letter.
- 2) Both the Street Name and the Community Name: Colley Homes, Carver Village
Emma Sansom Homes, Gateway Village, Campbell Court, Starnes Park, and Northside Homes

EMERGENCY SITUATION: SOME SITUATIONS REQUIRE IMMEDIATE RESPONSE, ALL OTHERS WITHIN 30 MINUTES, NO MORE

- 1) Gas Leak. **(Respond immediately, no charge if leak is found).**
- 2) Apartment has no electricity or only partial electricity.
(Respond immediately, No charge if not caused by resident's property)
- 3) Apartment has no heat and temperatures are **49 degrees** or below. **(No charge)**
- 4) Downed electrical wires. **(Respond immediately, No charge)**
- 5) Apartment flooding.(If this happens due to something caused by the resident there will be a charge of **\$45.00**, clog commode, leaking p-trap, washing machine).
- 6) Sewage is backing up into apartment. **(No charge)**
- 7) A clogged commode must be unclogged within 24 hours of the date reported to the maintenance department. If clogged due to residents carelessness there will be a **\$45.00** charge for responding after normal business hours.
- 8) Forced entry/break-in, apartment must be secured. **(Charge)**

- 9) Resident is locked out of his/her own apartment. Tell resident to wait at the apartment and that there is a **\$45.00** charge. Employee shall wait no longer than ten (10) minutes if the resident is not there. (Verify person is on the lease before unlocking the door).
- 10) Refrigerator is not working at all. (Maintenance will respond 7 days a week, 365 days a year, until 8:00 P.M. unless the maintenance department is scheduled to be closed the following day, then the employee will respond immediately. Calls after 8:00 P.M. concerning refrigerators not working at all will be handle the next morning provided the maintenance department is scheduled to be opened .
(No charge)
- 11) Cooling System **is completely out** and temperature is **82 degrees in the unit or above** maintenance will respond until 10:00 P.M. Before 10:00 P.M. if the unit is running and temperature in the unit is less than 82 degrees and the resident request the maintenance person to respond anyway there will be a \$ 45.00 charge.
- A) If after 10:00 P.M. maintenance will respond the first thing the next day unless the resident agrees to a **\$ 45.00** charge or if the resident is disabled or elderly (62 years or older). **Please inform the resident if they are not elderly or disabled and they request the maintenance employee to come out they will still be charged the \$ 45.00 even if the maintenance employee cannot repair the unit once they arrive.**
- B) If the first maintenance employee that responds determines they cannot repair the AC unit then the maintenance employee shall contact the supervisor on call with them and the supervisor will make the decision whether or not to dispatch the HVAC Maintenance Mechanic.
- 12) Assist local Law Enforcement Officers/Fire department/ 911 on entry of an apartment. A specific form must be completed by the emergency party that requires entrance. (**No charge**)
(Contact a Supervisor when involving warrants or bounty hunters for the Supervisor to handle. Police must provide proper identification and issued warrants). (No Charge)
- 13) **SMOKE ALARMS:** While working after hours Maintenance will respond within 30 minutes to smoke alarms reported to be in a non-working state. Calls reported that the smoke alarm is chirping will be repaired the next working day (unless the resident agrees to the \$45.00 charge) provided we are scheduled to work the next day, if maintenance is not scheduled to work then we will respond within 30

minutes to repair. Smoke alarms discovered inoperable or chirping during inspection by staff members will be reported to the maintenance department immediately and will be handled during the course of the day before the maintenance scheduled working hours end for the day.

AFTER HOUR PERSONNEL:

Kay Carroll, Maintenance Supervisor.....
After Hour Cell Number.....
Scott Mayo, Modernization Coordinator.....

Note: (Contact only in Extreme Emergency Situations such as fires or extreme property damage, or if the primary employee on call cannot reach the Secondary Person assigned on call with you for that week or if you are unsure of whether to respond to a call or not).

Glenn Dennis.....
Home Phone..... no home phone

INFORMATION PROVIDED TO THE ANSWERING SERVICE EACH FRIDAY:
FIRST CLASS ANSWERING SERVICE'S PHONE NUMBER IS: 494-0494

- 1) The names of On Call Personnel and the Supervisor for each week will be called in on Friday before 4:00 P.M. A scheduled week will be from Friday 4:00 P.M. until the next Friday 4:00 P.M..
- 2) The Answering Service shall be informed that calls regarding refrigerators after 8:00 P.M. shall be called in the first thing the following morning by 7:30 a.m.. Either the Maintenance Personnel on after hour calls or to the Maintenance Office which ever applies (7 days a week).
- 3) The Answering Service will also be given a copy of the after hour response situations.

