

## **AFTER HOURS/ON-CALL EMERGENCIES**

### **EMERGENCY REPAIRS**

An emergency phone number **must** be listed on the front of the office building.

To furnish our residents with a comfortable, well-maintained living environment, priority service is provided 24 hours a day, 7 days a week. It is the Maintenance Department's responsibility to schedule manpower to respond to "emergency" Work Orders during non-business hours. There must be someone assigned to On-Call duty.

Maintenance staff assigned to "on call" duty must adhere to the following guidelines:

- a) Be accessible to the answering service or resident by phone or text message.
- b) Return any service calls within 30 minutes of receipt
- c) Be drug and alcohol free
- d) Remain within a 30-mile drive of the site in case your physical presence on site is needed.

Other than meeting these requirements, on-call staff are free to be at any location of their choice within the 30-minute drive of the site during their on-call time and may engage in any personal activities of their choice while on call as long as they remain alcohol and drug free. On call staff are not paid for their on-call time unless they actually receive a service call. All time incurred in fielding a service call and handling the maintenance issue is paid time and should be accurately reflected on the employee's work orders and time records.

1. After receiving a call from the answering service or resident, the Maintenance staff must contact the resident within 30 minutes to obtain additional information. If unable to reach the resident, he/she must personally investigate the report.
2. The Maintenance Technician will assess the situation to determine if immediate action is needed.
4. Maintenance will inform the resident of the action he/she plans to take.
6. Complete a work order the next business day if none exists for this emergency work. All emergency work must have a service request.
7. Assemble all tools and parts needed to perform the service, and if needed obtain a key.
8. Review actions taken with the Community Manager on the next scheduled work morning.

9. All maintenance personnel will log their mileage from the time they leave the location to respond to the emergency call. Once they arrive on-site to the property they will clock in. Mileage report should be turned in at the end of the on-call week.

Emergency repairs are but not limited to:

- No heat when the outside temperature is below 55 degrees Fahrenheit, or health concerns are an issue.
- No air conditioning in the summer when the outside temperature is above 85 degrees Fahrenheit, or when health concerns are an issue.
- Stopped up commode when there is only one commode in the unit
- Overflowing water resulting in flooding the unit
- Electrical problems that are not a utility company problem
- Fire, storm damage, or any violent destruction to the property
- Severe roof leaks
- Situations where there will be no hot water for over 24 hours
- Refrigerator issues, when no staff will be present the following day, Fridays, Saturdays, day before a holiday.

If maintenance returns to the property for emergency repairs, complete a work order as soon as possible. Your time must be documented.

Emergency repairs should be handled as follows:

- Treat the resident professionally, with courtesy and understanding, no matter how upset, demanding or unfair he/she may be.
- Respond immediately, and complete the repairs. Specific standards for the various types of emergencies are listed below.
- Unless the standards indicate otherwise, the Maintenance Technician is authorized to work beyond normal hours, and is authorized to pay after-hour rates to outside contractors, in order to make emergency repairs.

**Severe plumbing leaks** – shut water off immediately, and have repairs made as soon as possible. If possible, start drying the area with shop-vacs, fans, dehumidifiers etc. Follow up should be done according to our mold and moisture policy to ensure mold growth will not occur.

**Loss of heat during cold weather** – have resident check the circuit breakers and the thermostat. If the problem cannot be solved by flipping the breaker or adjusting the thermostat, visit the apartment immediately, and if no contractor is required, make the repairs immediately.

### **MAJOR FREEZE/ICE STORM**

- Close laundry room.
- Turn on heat in vacant units to 55 degrees.
- Leave cabinet doors open and hot water faucets dripping in all vacant units, drain water lines if possible. Notify residents to leave their faucet dripping. You may purchase small

- portable plastic signs which tell residents to leave their water dripping.
- When plumbing freeze occurs:
    - Call your Regional Property Manager to inform him/her of the situation.
    - Notify maintenance immediately.
    - Prepare for floods (see section on severe plumbing leaks).
  - Sprinkle Ice-Melt or similar product on all stairways and upper walkways.
  - Immediately, de-ice and/or Ice-Melt any area which residents notify you about. Lack of immediate action after notification will be judged "gross negligence" by courts, thus negating our liability insurance. (Keep notes in insurance file regarding requests and complaints).
  - Maintain standard office hours. Staff must be available to handle problems.

**Substantial loss of electric power** – have the resident check the breakers. If flipping the breakers will not solve the problem, visit the apartment immediately.

**Roof leaks** – if the size of the leak is relatively small, have the resident place containers to catch the water, and have the resident mark the exact location of the leaks. In the case of severe leaks, visit the apartment immediately and assist the resident in any way you can. If the carpet is soaked, remove the water (using a wet/dry vacuum). Make temporary repairs to the roof if necessary to stop the leak until the roof is dry enough to make permanent roof repairs.

**Fire** – In case of fire or natural disaster, contact the fire department or appropriate agency, call the Community Manager and/or the Regional Property Manager and secure the premises. Familiarize yourself with the most current emergency response plan.

Follow the procedure below in case of fire or natural disaster:

1. Never enter a unit that is on fire
2. In case of fire, make sure the fire department has been called.
3. Go to the building in question attempt to inform residents of the fire or natural disaster. In the case of a natural disaster, do not order them to evacuate, and do not recommend they stay. It is the resident's decision to evacuate or stay. In the case of fire, all residents should evacuate the building immediately.
4. In case of fire, remain at the scene until the fire department leaves and the building is secure.
5. Alert the Community Manager, Regional Property Manager.
6. Secure the area, and protect the property from further damage as follows:

- Cover holes in roof with plastic
  - Board up broken windows
  - Board up burned-out doors
  - Stake danger area with rope and "Danger-Keep Off" signs or red flags.
7. If it is determined that the unit is uninhabitable and damage is due to the resident's negligence, the resident will not be re-housed. If the resident is displaced and the damage was not due to their negligence, they will be re-housed immediately into a vacant unit, if one is available. If the resident is displaced and the damage was not due to their negligence and no units are available, assist in relocating the resident.
  8. Take immediate, necessary, emergency steps as circumstances require to protect the property from further damage after the loss occurs. All costs related with the protection of the property and costs expended to restore the property to its proper condition must be kept separately from any normal operating expense.

**Residents Who Are Ill** - When a resident is discovered ill in the unit, assess the situation immediately. If necessary, call the police or ambulance. Immediately notify the Site Property Manager of the situation.

**Dealing with the Press** - On-site staff is not authorized to give statements or interviews to the press. Any reporters should be referred to the Regional Property Manager.

**Personal Injury** - Notify the Community Manager immediately of any personal injury occurring on the property including residents, visitors, employees, vendors, contractors, etc.

In the event that an employee is injured, the Site Property Manager should also be notified immediately. A report will be filed with the corporate office. A drug screen is required within 24 hours of any Worker's Compensation injury or accident.

**Deceased Residents** - When a deceased resident is discovered take the following steps:

1. Notify the local police or EMS, the Community Manager and Regional Property Manager immediately.
2. Do not let anyone enter the unit except official personnel (i.e., police, coroner, EMS).
3. Do not remove anything from the unit or touch the body.
4. The Community Manager will contact the person(s) listed on the resident's Emergency Contact Authorization.

5. If there is not a designated contact person or the designated person does not respond, change the locks immediately after removal of the body.

## **HAIL OR STORM DAMAGE**

- Take pictures of damage.
- Immediately begin replacing glass to protect property from the elements. Keep a separate accounting of all insurance related expenses.
- Contact Regional Property Manager to inform him/her of the situation.
- The Regional Property Manager, Director of Affordable Property Management or President of NHE, Inc, will notify the insurance company if necessary.
- The insurance company will notify the agent and a claims adjuster will be sent to the property to evaluate the damage. Should they not arrive within a reasonable time, notify your Regional Property Manager so follow-up can begin.

If snow/ice/hail or other storms occurs during your normal working hours, you are required to remain at work until your normal schedule has been completed (unless otherwise notified by Regional Property Management, Director Affordable Property Management, President of NHE). During the time at the property you should ensure your maintenance technician has been preparing for the storm. Such as lying salt down on sidewalks, driveways, shoveling snow, removing tree limbs etc. The Community Manager should send out a memo notifying the residents of the potential storm and what safety measures to take to protect themselves, also, the Community Manager shall provide an emergency number for the residents to call if emergency shelter is needed. If a storm is/has occurred after normal business hours, your maintenance staff is required to report to work to salt down sidewalks, driveways, shovel snow, remove tree limbs etc. The Community Manager is required to have contact with the Maintenance Technician during the hours to determine the condition of the property. If necessary he/she may have to report to work as well. Remember during/after all storms to contact your Regional Property Manager to keep them informed about the condition of the property and safety of your residents.

## **RESIDENT ROBBERIES/BURGLARIES**

- **ROBBERIES:**
  - Make sure that resident has called police.
  - Be sympathetic, but DO NOT ADMIT LIABILITY.
  - Call Regional Property Manager to inform him/her of the situation.
  - The Regional Property Manager, Director of Affordable Property Management or President of NHE, Inc, will notify the insurance company if necessary.

- If resident demands release from lease, discuss with Regional Property Manager.
- Place a memo in the resident's file describing the incident and send a copy to the home office along with the accident report.

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- **BURGLARIES - FORCED ENTRY:**

- Call police
- Call Regional Property Manager to inform him/her of the situation.
- The Regional Property Manager, Director of Affordable Property

Management or President of NHE, Inc, will notify the insurance company if necessary.

- Immediately secure the unit.
- Provide window locks, charlie bars, and dead bolt locks at company expense.
- Notify resident.
- If resident demands release from lease, discuss with Regional Property Manager.
- Place a memo in the resident's file describing the incident and send a copy to the home office along with the accident report.

- **BURGLARIES - UNFORCED ENTRY:**

- Call police
- Call Regional Property Manager to inform him/her of the situation.
- The Regional Property Manager, Director of Affordable Property

Management or President of NHE, Inc, will notify the insurance company if necessary.

- Change all locks.
- Provide window locks, charlie bars, and dead bolt locks at company expense.
- If resident demands release from lease, discuss with Regional Property Manager.
- Should resident accuse or blame company and demand restitution, notify Regional property manager. \*\*This situation sometimes arises after maintenance has entered the unit, especially when the maintenance visit was unsolicited.
- Place a memo in the resident's file describing the incident and send a copy to the home office along with the accident report.

## **ON-SITE OFFICE BURGLARIES AND LOSSES**

- **OFFICE BURGLARIZED - FORCED ENTRY**

- Call police and on-call maintenance personnel.
- Call Regional Property Manager to inform him/her of the situation.
- The Regional Property Manager, Director of Affordable Property

Management or President of NHE, Inc, will notify the

insurance company if necessary.

- Secure the office.
- Inventory losses.
- Place a memo in your files describing incident and send a copy to the home office along with the accident report.
- Notify Regional Property Manager
- Notify residents whose checks are missing to stop payment; company will pay stop payment charge and have resident issue a new check.

- **OFFICE BURGLARIZED - UNFORCED ENTRY OR MISSING CASH**

- Call police.
- Call Regional Property Manager to inform him/her of the situation.
- The Regional Property Manager, Director of Affordable Property

Management or President of NHE, Inc, will notify the insurance company if necessary.

- Inventory losses.
- File general loss notice.
- Notify Regional Property Manager
- Notify residents whose checks are missing to stop payment; company will pay stop payment charge; have them issue a new check.

- **LOST OR MISSING BANK DEPOSIT**

- Secure the office.
- Call Regional Property Manager to inform him/her of the situation.
- The Regional Property Manager, Director of Affordable Property

Management or President of NHE, Inc, will notify the insurance company if necessary.

- Notify bank.
- List checks missing; notify accounting.
- Contact residents whose checks are missing to see if checks cleared and/or stop payment; company will pay stop payment charges and have resident issue a new check.

**Hurricane Preparedness** - We must be better prepared for the hurricane season along the Atlantic and Gulf coasts. Obviously, when one of these storms strikes, there will always be deaths and destruction but, there are things we can do to better protect our residents and reduce property damages at our sites. You should obtain a copy of the Disaster Plan for Residents from the Community Manager.

- Check inventory of supplies. All properties, especially properties that are near the coast should have a set of rain gear, extra lanterns or flashlights, extra batteries, a few rolls of 6 mil poly to cover things, and coastal properties should have 5 or 6 sheets of 3/8 plywood in stock.

- Seek a volunteer from each building to be responsible for assisting you with hurricane preparedness in the event of an impending hurricane.
- Prepare your own Disaster Supply Kit for your office and/or shop.
- Coordinate contacting vendors and a disaster relief company with your Manager.
- Check all patios and balconies to make sure items have been removed.
- Check all drains in parking areas to make sure they're not blocked to avoid flooding in the lots.
- Make sure all gas/water valves are identified and accessible.
- Secure office and shop. Lock all doors. Seek safety. Report to your supervisor.
- Return when it's safe to return. Do a quick visual inspection of the buildings, office, common areas, and shop. Do what you can to avoid further damages.
- Beware of downed power lines and other potential dangers.
- If residents have returned, assist them as much as you can. If no residents, and power has been off for more than 48 hours, check all refrigerators and dispose of all spoiled food.
- If heavy roof damages, check units in buildings.
- Report condition of property to your Community Manager and/or Regional Property Manager.
- Begin to restore normal operations as conditions allow.

**Injuries** – ALL injuries that occur on the property must be reported to the Community Manager and to the Insurance Coordinator in the main office.