



EMERGENCY INFO

The following explains our after-hours emergency procedures. PLEASE DO NOT CALL US IF IT IS NOT A TRUE EMERGENCY AS DEFINED IN YOUR LEASE OR IN THE LIST BELOW. All non-emergency maintenance issues need to be reported during normal business hours or leave a message on our general delivery voice mailbox at (719) 213-9100. You may also send a maintenance request through your tenant portal online once you have it set up (go to DormanRealEstate.com and click on Tenants).

The afterhours number is 719-213-9100. After selecting the appropriate option for afterhours calls, your call will be handled by our answering service that will take a message from you and will have one of our staff member's call you back.

The following are examples of emergencies, this is generally anything that will cause damage to the property or constitutes a safety issue to you:

- **INOPERABLE FURNACE OR HEATING (DURING COLD WEATHER MONTHS):** First call your local utility company to determine if it is a pilot light problem (they typically will relight pilot lights for free) and check your breaker box to make sure a fuse has not blown/tripped. **Not having air conditioning is NOT an emergency.**
- **SEWER OR TOILET BACK-UP:** If it is a toilet backup first try to plunge it and see if that fixes the problem.
- **WATER LEAK:** Please make yourself aware of where the water shut-offs are *BEFORE* an emergency occurs – know how to shut off the main water line into the property, and how to shut off the water to all toilets, sinks, water heater, washing machine, and sprinkler system (if you have one). If you have provided your own washing machine and it causes water or any other damage you are liable, so please check the hoses frequently or replace them with hoses that will not break. **IF THERE IS A WATER LEAK, TURN OFF THE WATER IMMEDIATELY then call us.** Not having hot water is NOT an emergency; it is an inconvenience and will be handled during normal business hours.
- **TOTAL LOSS OF ELECTRICAL POWER:** First, check the breaker box to see if the main breaker needs to be reset. If the main breaker is fine check with a neighbor or your local utility company to see if there is a widespread outage. (If you have only portions of the house without power (this is NOT an emergency) check all GFI outlets to make sure they have not been tripped; they may be located in any area of the house, garage, bathrooms, or outside outlets. If we send someone to fix an electrical outage and find it was just a tripped GFI you will be responsible for the bill.
- **FIRE:** Contact 911 services immediately and notify your property manager as soon as possible.

During normal business hours, Monday-Friday 8:00 am – 5:30 pm, please contact our office. Leave a message if we do not answer and we will return your call. Our office number is (719) 213-9100.

Please keep this letter handy for future reference. Thank you.