

## CONTACTING ACCREDITED CONDOMINIUM MANAGEMENT FOR EMERGENCIES

The role of your Condominium's Property Manager is to manage the common property on a daily basis. Minor maintenance items can be handled by your Consultant as minor items are already established in your budget. Large maintenance items must be Board directed.

In case of Emergencies, (e.g. fire, flood, sewer backup, heating failure, elevator breakdown) your Condominium Consultant will automatically involve a contractor, the insurance company and an insurance adjuster.

The most common reason that an Owner contacts the Condominium Consultant is that they require some type of repair to be done around their Unit.

### EMERGENCY REPAIRS

Items which need to be attended to immediately in order to prevent further damage, or to protect the health and safety of Residents. They include things like fire and flooding.

If at any time an Owner calls regarding an issue of water entering their unit, whether from an outside source such as seepage to the basement or a broken pipe inside the unit, it will be looked at as an emergency until such time as it is determined otherwise. The primary goal in this type of situation is to stop the water and mitigate damage. A broken pipe inside your unit may not be the responsibility of the Corporation, but please do not hesitate to call if you need assistance.

#### Emergency 24/7 answering service

If you feel you have an emergency, **contact our 24/7 answering service that can be reached through our main number at (403) 253-7525.**

### NON-EMERGENCY REPAIRS

Items such as a missing shingle, fallen down spouts, leaking eaves, broken doors on garbage enclosures, burned out lights, main door lock issues, and other items which do not require immediate attention.

When you call with a non-emergency repair it is placed on a list and sent to a Contractor to repair the next time they are on the property. This minimizes service call expenses. The Contractors who work on your property are independent Contractors and we do not have control over their schedules. We are fortunate to have trades that work diligently to get to your property at their earliest opportunity.

### PROBLEMS WITH YOUR MAILBOX LOCK?

- For Townhouse complexes with Super Mailboxes and apartment-style buildings, please contact a locksmith directly.