

Emergency procedure

Keep this notice handy for easy reference

Maintenance work order requests are available in the common room and can be submitted to the ***Maintenance Coordinator [at Unit 3417]***. The repair will be done on a scheduled day of service, ***unless there is an emergency.***

What is an emergency?

- roof, ceilings or hot water tank are leaking
- damaged or blocked water, sewer pipes or plumbing fixtures
- no heat or hot water in entire unit
- no power in your whole unit
- Garage door doesn't close or open (after you have checked that your remote has fresh batteries, or tried another remote)
- If you're locked out of your unit

Gas:

If you smell gas in the Common Room, leave immediately; call **Fortis Gas 24-hour Emergency Line at 1-800-663-9911 or 911.** (Gas is only present in the Common Room.)

Fire: Evacuate and Call 911 Immediately

- If fire bells are ringing and/or there is smoke or signs of fire, call 911.
- Heat detectors and smoke detectors are installed in the apartment units. The heat detectors set off the fire bells but are not monitored. In the event of a fire, you need to call 911.
- Red fire alarm pull stations are located in the Co-op apartment block, along the exterior walls, and in the stairwells. To activate the fire bells, pull the lever. Fire bells are found at all common doors (carpark and Common Room), along the South side of the Co-op, throughout the stairwells, and on the North side of the 2-Bedroom townhouses. The fire bells are not monitored. In the event of a fire, you need to call 911.
- Leave the area and help others to leave the area

Sprinklers

- If sprinklers have been set off in one of the townhouses (units 5832 to 5848), carpark or common room, please inform one of the emergency contacts.

Hot Water Tanks and Pipes

- If the hot water tank or a pipe starts to leak in your unit, immediately turn off water at the source and please inform one of the emergency contacts.
- It is important that you and others in your home are familiar with how to shut off the two main water valves in your unit: one to your hot water tank and one to the main water line. There must be free access to these valves, and they should be clearly marked. If you do not know how to shut off the water to your unit, please contact the maintenance coordinator for an orientation.

How to report an Emergency Repair:

- Call the **Maintenance Coordinator (see annual phone list)**

- If Maintenance Coordinator is not available call **the Maintenance Designate (see annual phone list)**
- If Maintenance Designate is unavailable, contact a **Board Member (see annual phone list)**.
- The Board Member will have a list of approved tradespeople and the Board Member will call the tradesperson.
- Members are not authorized to call tradespeople, unless it is an emergency and the Maintenance Coordinator, Maintenance Designate and Board Members are not available.
- Members will be held financially responsible if they call a trades company for a non-emergency.

Supporting Documents:

1. Phone List with contact info for Maintenance Coordinator, Maintenance Designate, Board Members (updated annually)
2. List of Co-op approved tradespeople (For Office and Board Members only). Each year, the Board Members will be provided with a copy of the current list of approved tradespeople.

Effective date: **March 23, 2021**