



# Definitions Of Emergency

A sudden, urgent, unexpected occurrence requiring immediate action

We have further defined it as imminent damage to your residence and/or the surrounding units. Of course, if there is an issue that is creating imminent danger to your and your family's health, safety, or danger to your life, call 911 immediately.

**Emergency** issues appropriate to notify us about outside of standard business hours are most often limited to the following few issues:

**UNSTOPPABLE AND ACTIVE FLOODING:** – Actively spraying/flooding water that cannot be stopped by: (1) turning off the angle valve found under your sink or at the wall by your toilet; (2) turning off the valve on top of or behind your hot water heater; or (3) turning off water at the main water meter usually at the street or sidewalk outside of your house (if you are in a single family home).

**FIRE:** can quickly become an **EMERGENCY** – first use your fire extinguisher and/or call 911 and the fire department.

**HEATING:** Complete and total heating failure, if you have a secondary source (fireplace), limited heat, or its over 50 degrees outside – it's usually not an emergency.

**SAFETY:** Break-in, vandalism, etc. that has left the property open to the elements and unsecured. (Most commonly broken window on ground level) – first call 911 and/or the police.

Most issues are not an emergency and can be dealt with most effectively by submitting a standard maintenance request to be dealt with on the next business day or in the appropriate 72 hour or 10 day time frame as set forth in the Landlord/Tenant Act.

If you believe there is a significant danger to your or your family's health or safety – call 911. Then notify us. If your emergency is a potential or active danger to the

property call the office at 206-696-ACRE (2273) and leave a detailed message. We will be notified and will respond as soon as possible.

In the event, you believe your situation is undoubtedly an **EMERGENCY**. Have whatever repairs done as economically as quickly and economically as possible. You will be reimbursed for your out of pocket expenses **AS LONG AS THE CALL WAS JUSTIFIED AS AN EMERGENCY**.

We have provided a list of vendors for your convenience.

Plumbing: Green Planet Plumbing

<http://www.greenplanetplumbing.com/emergency-plumbing/> 206-937-1220

HEATING: Advanced Energy Services <https://aes206.com/>

FIRE: CALL 911 and/or the Fire Department

Remember, this must be an emergency that cannot wait until the next business day to be repaired, and creating or MAY create property damage. **INCONVENIENCE IS NOT CONSIDERED AN EMERGENCY**.