WHAT IS AN EMERGENCY?

**EMERGENCY (Priority 1):** Requiring immediate attention such as loss of heat, air conditioning only when outdoor daytime temperatures are, or are forecast to be consistently above 90 degrees Fahrenheit (two days or more), gas leak, running water, stopped plumbing, power failure, or a safety hazard. These conditions should be reported immediately, at any time. Should be completed within 24 hours.

**URGENT (Priority 2):** Requiring immediate attention and must be accomplished faster than routine. Examples are; non-operating water heater, leaking roof, air-conditioning failures (if provided), etc. Judgment should be used in reporting these conditions after business hours. Normally they should be reported during business hours. Should be completed within 72 hours.

**ROUTINE (Priority 3):** Work which does not involve essential services or urgent hazardous conditions, and which can wait and be accomplished in the future. Routine service calls should be made only during business hours.

**LOCK-OUTS:** Lock-outs are NOT considered an emergency. Kier Property Management will NOT respond to lock-outs after normal business hours (8:00 a.m. to 5:00 p.m., Monday through Friday), except for a health or safety emergency. For these exceptions Kier Property Management will provide this service at the request and expense of the Tenant at an overtime rate and materials charge.

During normal business hours the Site Manager may respond, if available, by selling the Tenant a key to their apartment at a minimal cost.

All Tenants are encouraged to give a spare key to someone you trust, such as a friend or relative whom you can contact in case of a lock-out.

**IMPORTANT**

Emergency maintenance numbers are posted and have been given to each Tenant for easy access. During normal business hours please try to contact your Site Manager prior to calling the emergency number. If your emergency is after normal business hours please contact emergency maintenance and then notify your Site Manager as soon as possible.

For life threatening emergencies call 911 immediately.