



Resident Guide to After Hours Emergencies

Quick Reference

«BUILDING»
«PHONE»

Event	Is this an Emergency?	Action	Guide Page
Cable TV is out	No	Call your cable company	2
Carbon Monoxide presence	Yes	If your carbon monoxide detector sounds, do not ignore it: 1) Get all household members immediately to fresh air (outdoors or if unable to exit unit, by open door or window) 2) Call 911 3) Follow up by completing Resident Maintenance Request/Incident Report	2-3
Clogged Kitchen or Bathroom Sink or Tub	Only if...	1) If sink is overflowing and you've made every effort to clear it, call Building Number and select Call Center option 2) Otherwise complete Resident Maintenance Request/Incident Report	3
Criminal or suspicious behavior, including intruders	Yes	1) Call 911 if immediate danger of harm to people or property 2) If you suspect illegal activity, call police non-emergency (206-625-5011) 3) Follow up with Resident Maintenance Request/Incident Report	3-4
Electricity is out	Depends...	1) If electricity is out throughout unit or building, call Building Number and select Call Center Option 2) See Guide for additional information	4
Elevator failure	Yes	1) Call Building Number and select Call Center option; they will dispatch elevator repair 2) If trapped in elevator, use emergency phone to contact elevator company	4
Fire or Explosion	Yes	1) Call 911 to notify the Fire Department 2) Exit the building, closing the door behind you 3) Pull the nearest fire alarm so building residents will be alerted to evacuate. 4) Once you have evacuated the building, call the Building Office phone and select the Call Center options to report the incident.	4
Garage Door malfunction	Yes	Call the Building Number and select Call Center option to report	4
Garbage Disposal	No	1) Complete Resident Maintenance Request/Incident Report 2) Read After Hours Guide for troubleshooting	4-5
Gas Leak	Yes	If you suspect a gas leak (smell gas): 1) Leave the building 2) Use a neighbor's phone or cell phone to call 911 3) Call PSE (day or night) 1-888-225-5773 4) Follow up with Resident Maintenance Request/Incident Report	5
Heater not working	Depends...	Considered an emergency ONLY if outside temp is less than 50 degrees and NO heaters in unit are working: 1) Read After Hours Guide for additional information 2) If all emergency conditions are met, call Building Number and select Call Center option to report 3) Otherwise, complete Resident Maintenance Request/Incident Report	5
Hot water is out	Yes	1) Call Building Number and select Call Center option to report 2) Complete Resident Maintenance Request/Incident Report	5
Laundry: washer or dryer malfunction	No	1) If machine is in common laundry room, contact service provider 1-800-622-4729 to report building name, address & machine # 2) If in-unit washer/dryer, complete Resident Maintenance Request/Incident Report	6



Lock Outs	No	Carry your unit and building entrance keys whenever you leave your unit to avoid an expensive lock-out! If you lock yourself out and cannot wait until regular business hours for access, you may request that Bellwether's locksmith be dispatched; however, the base cost for the service, which will be billed to you. Call the Building Number and select the Call Center option.	6
Noise & Conduct Complaints	No	<ol style="list-style-type: none"> 1) Read Guide for information and suggestions 2) If noise or conduct becomes a serious or recurring problem, you have to option of calling 911 3) Follow up by completing a Resident Maintenance Request/Incident Report 	6
Packages	No	If you believe a package has been left for you at the office, call during regular business hours to arrange for pick up	6
Parking Space disputes	No	<ol style="list-style-type: none"> 1) Read Guide for information 2) If someone is parked in your space, contact the towing company to request a tow; must show ID and valid parking contract 	7
Spills	Depends...	<ol style="list-style-type: none"> 1) Spills that are slip hazards or potential health and safety issues (e.g., blood, bodily fluids, hazardous materials), call Building Phone and select Call Center option to report immediately 2) Ice/snow that makes walking unsafe, call Building Phone and select Call Center option to report it 3) Complete Resident Maintenance Request/Incident Report for these and other minor spills to inform your Site Manager 	7
Toilet clogged or inoperable	Only if...	<ol style="list-style-type: none"> 1) If you have only one bathroom and you have made every effort, including plunging, to clear the stoppage, call Building Phone and select Call Center option 2) Read Guide for additional important information 	7
Trash & Recycle Chutes are clogged	Yes	Call Building Phone and select Call Center option to report	7
Unsecured building or unit (broken door, lock, window)	Yes	<ol style="list-style-type: none"> 1) Call Building Phone and select Call Center option to report 2) Read guide for additional information 	8
Vandalism & Graffiti	Only if...	<ol style="list-style-type: none"> 1) If vandalism causes the building or unit to be unsecure or open to adverse weather, call Building Phone and select Call Center option to report 2) Otherwise, complete Maintenance Request/Incident Report to report to the Site Manager during regular business hours 	8
Water leaks	Yes	<p>Except for minor drips or leaks that can be controlled by turning off the water source or collecting in a bucket, water leaks are maintenance emergencies:</p> <ol style="list-style-type: none"> 1) Call Building Phone and select Call Center option to report 2) See additional information and suggestions in Guide 3) Complete a Resident Maintenance Request/Incident Report to report minor leaks or drips to the Site Manager who will submit a regular maintenance request 	8-9

If you experience one of the emergencies listed above – or another situation which seems immediately hazardous, damaging, or detrimental, call the Building Office number and select the Call Center option to report the emergency. If you are experiencing a life-threatening emergency, call 911!

For all non-emergency situations, please fill out the Resident Maintenance Request/Incident Report and submit it to your Site Manager who will take the appropriate action during regular business hours.

Please be considerate of Site Managers when they are off-duty. Outside of regular business hours, Site Managers who live on-site are residents, just like you. Follow the steps outlined in this Quick Reference and in your Resident Guide to After Hours. If you have a non-emergency concern, please complete a *Resident Maintenance Request/Incident Report* form, and the Site Manager will address your issue on the next business day.