

# Resident Guide to After Hours Emergencies

## EMERGENCY MAINTENANCE NUMBER:

**206-204-8777**



**COMMUNITY ROOTS**  
HOUSING

*During regular business hours Monday-Friday 8AM-5PM, first call your building's site manager.*

***Carry your unit and building entrance keys whenever you leave your unit to avoid an expensive lock-out***

Event	Is this an Emergency?	Action
Cable TV is out	No	Call your cable company
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 a <a href="#">Repair Request</a> /Incident Report (see the Current Residents Hub at <a href="http://www.communityrootshousing.org">www.communityrootshousing.org</a> )
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 or Emergency Maintenance Number. 2) Otherwise complete a <a href="#">Repair Request</a> /Incident Report
Criminal or suspicious behavior	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 Incident Report
Electricity is out	Depends...	1) If electricity is out throughout unit or building, call Building Number or Emergency Maintenance Number. 2) Call Seattle City Light to report/receive updates 206 684-3000.
Elevator failure	Yes	1) Call Building Number or Emergency Maintenance Number; they will dispatch elevator repair 2) If trapped in elevator, use emergency phone to contact elevator company
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 Number or Emergency Maintenance Number to report the incident.
Garage Door malfunction	Yes	Call the Building Number or Emergency Maintenance Number to report
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 a <a href="#">Repair Request</a> /Incident Report
Heater not working	Depends...	Considered an emergency ONLY if outside temp is less than 50 degrees and NO heaters in unit are working: 1) If all emergency conditions are met, call Building Number or Emergency Maintenance Number to report 2) Otherwise, complete a <a href="#">Repair Request</a> /Incident Report
Hot water is out	Yes	1) Call Building Number or Emergency Maintenance Number to report. 2) Complete a <a href="#">Repair Request</a> /Incident Report
Laundry: washer or dryer malfunction	No	1) If machine is in common laundry room, contact service provider (Name & Number posted in laundry room) to report building name, address & machine number 2) If in-unit washer/dryer, complete a <a href="#">Repair Request</a> /Incident Report

<b>Noise &amp; Conduct Complaints</b>	No	<ol style="list-style-type: none"> <li>1) If noise or conduct becomes a serious or recurring problem, you have the option of calling 911</li> <li>2) Follow up by completing an Incident Report to the Site Manager.</li> </ol>
<b>Packages</b>	No	Our Staff do not sign for or receive resident packages.
<b>Parking Space disputes</b>	No	<ol style="list-style-type: none"> <li>1) If someone is parked in your space, contact the towing company to request a tow; must show ID and valid parking contract</li> </ol>
<b>Spills</b>	Depends...	<ol style="list-style-type: none"> <li>1) Spills that are slip hazards or potential health and safety issues (e.g., blood, bodily fluids, hazardous materials), call Building Phone to report immediately</li> <li>2) Ice/snow that makes walking unsafe, call Building Phone to report it.</li> </ol>
<b>Toilet clogged or inoperable</b>	Only if...	<ol style="list-style-type: none"> <li>1) If you have only one bathroom and you have made every effort, including plunging, to clear the stoppage, call Building Phone to report.</li> <li>2) If after hours and following efforts to clear, call Emergency Maintenance Number to request service.</li> </ol>
<b>Trash &amp; Recycle Chutes are clogged</b>	Yes	Call Building Phone to report.
<b>Unsecured building or unit</b> (broken door, lock, window)	Yes	<ol style="list-style-type: none"> <li>1) Call Building Phone and Emergency Maintenance Number to report.</li> </ol>
<b>Vandalism &amp; Graffiti</b>	Only if...	<ol style="list-style-type: none"> <li>1) If vandalism causes the building or unit to be unsecure or open to adverse weather, call Building Phone and Emergency Maintenance Number.</li> <li>2) Otherwise, complete Repair Request/Incident Report to report to Site Manager for action during regular business hours.</li> </ol>
<b>Water leaks</b>	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"> <li>1) Call Building Phone and Emergency Maintenance Number.</li> <li>2) Complete a <a href="#">Repair Request</a>/Incident Report to report minor leaks or drips to Site Manager who will submit a regular maintenance request to schedule repair.</li> </ol>

**If you experience one of the emergencies listed above** – or another situation which seems immediately hazardous, damaging, or detrimental, call your Site Manager or Portfolio Manager to report the emergency. If you are experiencing a life-threatening emergency, call 911.

**For all non-emergency situations**, please fill out the Repair Request and submit it to your Site Manager; they 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 action steps outlined on this Quick Reference Guide. *Thank You*