

# Maintenance Emergencies

**Q: I understand we can reach the management company after business hours in a 'maintenance emergency'. What constitutes a maintenance emergency and how do I reach them?**

**A:** We define a maintenance emergency as: any situation in which significant property damage or personal injury will result if emergency corrective maintenance action is not taken. Almost every other emergency is best handled by calling 911 for emergency medical/fire or police response.

By far, the most common maintenance emergencies are:

- A flood caused by a broken water pipe.
- A sewer line back up.
- Water leaking in from a neighbor's home.
- Sound or sight of electrical arcing at a switch or outlet.

When a true maintenance emergency occurs, call management immediately at 214 824-1500. If your call is after hours, it is sent to voice mail. Listen carefully for the pager number of the person on emergency call.

The following are not maintenance emergencies:

- A loud or boisterous neighbor (Call 911. You can report the Bylaw violation to management the next day),
- The sound of water dripping in a wall.
- A roof leak - (a roof leak is urgent, but not eligible for emergency response in that it cannot be repaired until after the storm has subsided.)
- A suspicious stranger on site. (Call 911)
- Burned out exterior or security lighting.
- A broken irrigation head 'geysering' into the air.

## OUR MOST COMMON EMERGENCY CALL

**Q: Help! I have a flood. My toilet/sink/bathtub backing up!**

**A:** Time is of the essence. Whether you have a slowly backing up fixture or an actual overflow, take action immediately! In a multifamily environment any delay increases the possibility of your problems spilling over to damage your neighbor's property.

**Steps to Take:**

- **If your unit is on the ground floor, call Management!** The blockage may be in the underground sewer lines, not within your home's plumbing. They can contact a plumber/drain service to be dispatched to your home. NOTE - if you cannot reach management immediately, call any plumber for emergency service. The association may reimburse some or all of the service charge. Our preferred vendor for emergency drain service is Drain Dr at 214 372-4637
- Limit the potential for damage by letting the above-floor neighbors know about the problem and ask them to not use any water in their units until the blockage is cleared.
- **If your home (or the back up) is above the ground floor**, the blockage or slow drain is likely confined only to the pipes serving your home. This is usually less urgent because you normally have total control of the flow of water into the clogged area. You should cease using any water in your home and contact a plumber for assistance or call Management for referrals.