

## Calling Our Management Company After-Hours

After regular business hours, our management company has a very efficient emergency response system in place in order to respond to appropriate emergencies, which are situations that can cause the damage of property.

Our management company can do little about your neighbor's dog barking at 3:00 a.m., but a call to the neighbor or, as a last resort, to the local police about the disturbance may help get immediate attention. The best way for this kind of a situation to be handled in the long term, is for you and your other affected neighbors to report it in writing to the Board of Directors in care of management.

Prowlers and vandals are best handled by the local law enforcement officials. That is not to say that the Board or management does not want to know about this activity. They do, in order to monitor the community, but the quickest, most effective response and enforcement will come from the Police or Sheriff's Department.

A leaking roof in the middle of a rain storm cannot be remedied until the roof dries out so a call to the office rather than the emergency line is preferred.

However, if a broken common area sprinkler or irrigation timer is threatening property, the management company should be notified so that the landscape contractor can be called to solve the problem. If you see a sprinkler shooting straight up in the air, before calling the emergency number see if it stops when the cycle finishes. If it does then no need to call the emergency number but instead report it during regular business hours. However, sprinklers that have been running for hours or water has threatened to do damage to the property should be called in to the emergency line.

***A rule of thumb to remember when determining whether or not to call the management company after-hours is that if the property threatening situation can be addressed by one of the Association's contractors, and if not reported immediately will cause personal or property damage, then call.*** After hours on-call personnel will be notified and the situation addressed. Remember, our Board of Directors and management depend upon the eyes and ears of the community to make sure that all of the community's needs are met. Please don't hesitate to contact management during normal business hours with any questions you may have about the after-hours policy.

### Keystone

**After Hours Emergency Line 303-215-3087**