

# AFTER HOURS EMERGENCIES

Emergencies are the highest priority source of work. UMII will consider a work item to be an emergency if the following occur:

1. the situation constitutes a serious threat to the life, safety or health of residents or staff; or
2. the situation will cause serious damage to the property structure or systems if not repaired within twenty-four (24) hours.



## Examples:

- Apartment Fire
- Interior Water Line Breaks; Flooding
- Breach of the exterior walls/roof due to fallen tree
- Clogged toilet in a one-bathroom apartment
- Loss of air conditioning when the temp is 90 degrees or higher
- Loss of heat when the temp is 55 degrees or lower
- Complete loss of water (excluding utility co. shut off)
- No electricity in whole unit
- Refrigerator not working