

Important Numbers, e-mails and websites

| NAME | NUMBER | E-MAIL/Website |
|---|---------------------|---|
| EMERGENCY— see notice | 604-549-1098 | |
| HEAD OFFICE | 604-431-9225 | |
| Ken Falconer- Operations | | ken@reddoorhousing.ca |
| Cleovina Banegas - Property Mgr. | 604-219-8259 | Cleo@reddoorhousing.ca |
| Justin Liao - Property Mgr. | 604-219-1727 | Justin@reddoorhousing.ca |
| Holmes Luo - Property Mgr. | 604-209-6778 | holmes@reddoorhousing.ca |
| B.C Housing Registry | 604-433-1711 | http://www.bchousing.org/housing-assistance/rental-housing/subsidized-housing |
| Residential Tenancy Branch | 604-660-1020 | https://www2.gov.bc.ca/gov/content/housing-tenancy/residential-tenancies/solving-problems/dispute-resolution |
| Red Door Housing Website | | https://reddoorhousing.ca/ |
| Maintenance requests | | maintenance@reddoorhousing.ca |
| Subsidy Inquiries | | info@reddoorhousing.ca |
| Complaints | | complaints@reddoorhousing.ca |
| Notice to move out | | info@reddoorhousing.ca |

**New Emergency
Phone Number:**

604-549-1098

-MONDAY to THURSDAY after business hours - from 4:00pm to 9:00am

-FRIDAYS, SATURDAYS and SUNDAYS – 24 hours

-ON FRIDAYS ONLY, please call the Head Office FIRST-604-431-9225- before the emergency number

When calling the EMERGENCY NUMBER; 604-736-1157 PLEASE TELL THE OPERATOR THE FOLLOWING:

1. **Your name**
2. **Your address including unit number, street address and municipality.**
3. **Clearly explain the emergency**
4. **Telephone number that you can be reached at (please remember to take off call block so the emergency manager can call you back.**

If you do not get a call back within 30 minutes, please place your call again and **make sure you have removed call blocking**. In the meantime, always do what you can to limit the damage. If it is water please turn off the water to the hot water tank, toilet or sink.

Please note the following are considered emergencies and **BE AWARE all other calls will be billed back to the tenant at \$50.00 per call.**

1. **No hot water or hot water tank is leaking:** turn off the water and the power to the hot water tank before calling. Please talk to your property manager for instructions on how to do this.

2. **If you have 1 toilet and it is overflowing**. Please plunge the toilet and if this doesn't work turn off the water at the base of the toilet. If the toilet is plugged with an object other than toilet paper or human waste, you will be charged for its removal.
3. **If you have 2 toilets**: please shut off the water and do not use and call your property manager the next week day.
4. **POWER OUTAGE**: Check your breaker box and see if it has flipped. Please talk to your property manager during His/her workday to instruct you on where this is. Check with your neighbours to see if there is power out to the whole complex. If so call BC Hydro or go to <https://www.bchydro.com/outages/orsMain.jsp> to check on power outages in your area. Make sure your hydro bill is paid up to date.
5. **No Heat**: This is no heat at all to your unit. If you have some heat IE: baseboard heat upstairs this is not an emergency. Please also remember to check that your BC Hydro bill is paid and/or your Fortis BC bill is paid.
6. **LOCKS/SECURITY**: If your lock is broken and you cannot secure your unit or exit your unit this is an emergency. If you are having difficulty with your locks please inform your manager before it becomes an emergency. If you have a break and enter please call 911. If your locks need to be changed immediately it will be at your cost and you must use our locksmith and it must be keyed to our master.
7. **SPRINKLERS**: Fire sprinkler head is leaking.
8. **FLOODING**: Frozen or burst pipes, burst hot water tank, any incident with significant water being released. This includes outside, the parkade or common areas. This does not include a dripping or running tap.
9. **BROKEN WINDOW**: If the window is broken through both panes and is a security risk. If you have a cracked window or door, please do not leave it till it breaks. Contact your property manager for repairs.
10. **GAS LEAK**: Contact Fortis BC at **1-800-663-9912**. Fortis will shut off the gas and you can contact your property manager the next day to arrange the necessary repairs.
11. **PARKADE**: If you cannot exit the underground parkade firstly ensure you have working batteries in your remote control.
12. **SUMP PUMP ALARMS RINGING OR LIGHTS FLASHING**: Call emergency number
13. **ELEVATORS NOT OPERATING OR STUCK**: Call emergency number
14. **FIRE ALARMS RINGING**: Call emergency number
15. **Office Security Alarms ringing**: Call emergency number

CALL 911 IF YOU SEE A CRIME, HAVE A BREAK IN OR ARE THREATENED. IF THERE IS AN ILLNESS OR ACCIDENT CALL 911 FOR AN AMBULANCE OR EMERGENCY SERVICES. IF THERE IS A FIRE IN YOUR BUILDING OR COMPLEX PLEASE CALL 911 BEFORE CALLING THE EMERGENCY NUMBER.

Thank you for your cooperation and helping us keep our costs down so we can continue to provide affordable housing.



CALL 9-1-1