



Emergency Information

Note:

- Call 911 If you see a crime, have a break in or, are threatened
- Call 911 If there is an illness or accident for an ambulance or emergency services
- If there is a fire in your building or complex please call 911 before calling the RDHS Emergency number

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

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**.



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.



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.

If you have 2 toilets: please shut off the water and do not use and call your property manager the next week day.



POWER OUTAGE: Check your breaker box and see if it has flipped. Please talk to your property manager *during 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.



No Heat: when there is no heat *at all* to your unit. If you have some heat (I.E. 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.



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.



SPRINKLERS: Fire sprinkler head is leaking.

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.



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.



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.



PARKADE: If you cannot exit the underground parkade firstly ensure you have working batteries in your remote control

CALL EMERGENCY NUMBER IMMEDIATELY IF...

- **SUMP PUMP ALARMS ARE RINGING OR LIGHTS FLASHING**
- **ELEVATORS NOT OPERATING OR STUCK**
- **FIRE ALARMS RINGING**
- **OFFICE SECURITY ALARMS RINGING**

Once you have established that it is an emergency...

Calling the Emergency Line

604-736-1157

Hours of Operation



MONDAY to THURSDAY:

After business hours (4:00pm to 9:00am)

FRIDAYS*, SATURDAYS & SUNDAYS:

24 hours

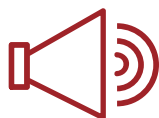
ON FRIDAYS ONLY:

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.