
ABC Housing Co-op

Emergency procedure

Keep this notice handy for easy reference

Maintenance staff are available four days a week between 9 am and 4 pm to receive your maintenance work order requests. The repair will be done on the scheduled day of service, unless there is an emergency.

What is an emergency?


- roof, ceilings or heating systems are leaking
- damaged or blocked water, sewer pipes or plumbing fixtures
- no heat/hot water in entire suite during harsh winter conditions
- no power in your whole suite
- **Please call BC Hydro first and then check your breakers.**
- broken locks that allow anyone to enter the premises without a key
This does not include locking yourself out. This is NOT an emergency. Please call your own locksmith.
- Gas:
If you smell gas, leave the building immediately; go to a nearby phone to call **Terasen Gas 24hour Emergency Line at 1-800-663-9911 or 911.**
- fire trouble signals/bells
If fire bells are ringing and/or there is smoke, leave the building immediately and then call 911.

How to report an emergency:

- Call the Maintenance Company's telephone number
- Be sure to give your name, phone number, address and a brief description of the problem

Maintenance Staff will not respond to your call if:

- the problem is being worked on when you call

- 
- you do not leave a name and phone number in your message
 - the call is not an emergency.

Members are not authorized to call trades people. Members will be held financially responsible if they call a trades company or if the co-op does so for a member-reported non-emergency.

Effective date: January 5, 2021