

Section XIII

EMERGENCIES

CAUTION: DO NOT ADMIT FAULT TO ANYONE AND DO NOT MAKE ANY COMMENTS TO THE NEWS MEDIA REGARDING THE COMPANY OR ANY OF ITS CLIENTS WITHOUT AUTHORIZATION FROM (Name of Appropriate Company Officer or designee)

Overview

This section provides guidelines to be followed in the event an emergency arises at any of our apartment communities. For purposes of definition, **an emergency is a situation which poses an immediate threat to life; or of personal injury; or the likelihood of substantial property damage.** Emergencies in all their forms can never be categorized for the purpose of an operating manual. If ever in doubt as to whether a situation should be treated as an emergency, perform as if it were, and then contact your immediate supervisor.

To successfully fulfill the requirements of this selection, each employee must know or perform the following:1. **Post a current telephone listing that is visible when the office is closed and readily available to everyone in times of an emergency.** The maintenance personnel should be familiar with this list and general emergency procedures. *They, too, must be instructed not to make any statements regarding the property's operations to anyone, specifically lawyers, insurance companies and the news media.*

The posted telephone list should include, at a minimum, numbers for the Answering Service, fire and police departments. The Site Manager and Maintenance Supervisor should have contact information for: the fire department, rescue squad, poison control, nearest hospital, maintenance employee, electrician, plumber, elevator service, general contractors, electric and water companies. The Answering Service must have the name and number of the (PERSON(S) ON CALL.)

2. **Incident Reports** should be prepared for any unusual occurrence resulting in bodily injury or serious property damage. (See Insurance Requirements.)