

# EMERGENCY PROCEDURE

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All regular work orders should come through the KPM Realty main office. We work best through email or online portal request – so we have a permanent record of the maintenance request. If you have any normal, non-emergency maintenance request, please either login to your account and submit a request, or send an email to: [aaron.kessler@kpmrealty.net](mailto:aaron.kessler@kpmrealty.net). Be as specific as possible, so we can send the correct maintenance personnel.

On the other hand, if you have an emergency request: one which is doing damage to your home or which cannot otherwise wait for service, please not only send us the request in writing – but all call the office and cell phone numbers listed below, so that I may respond as quickly as possible.

We encourage you to not do any work on your own unit, that's what we're here for! Of course, if you have an emergency leak, you should do what you can to limit damage to the property: find the leak, turn the water off, and call us.

Maintenance comes up at all times of the day and night, so I have designed this Emergency Procedure to give you real options for service, especially if I happen to be out of town. Please use your common sense to determine what is an emergency, and what can wait for normal business hours to address.

## Tips:

- If you smell gas: do not take any chances. Leave the house, call Xcel Energy; if the gas leak is prominent, call 911.
- In the case of any break-in or other criminal emergency: call 9-1-1.
- In the case of water leaks, it is paramount that you determine if the source of the leak is inside your unit or not; this is especially important if you rent a condominium – go upstairs and speak with your neighbor.
- We do not consider lock-outs a true emergency. If you lose the keys to your unit, please wait until morning, call Aaron Kessler and I will come let you in; the normal rate = \$50.00 per lockout. If you require immediate access to your unit, or my cell phone says I am out of town, you may call any locksmith you like; one good locksmith is: Master Security Center – 303-333-2005.
- There are vendors for most other emergencies listed below. KPM Realty has credit set up with some, others may require you pay them directly and then submit to KPM Realty for reimbursement. Ask the dispatcher if you can charge it to my account; if not, be sure to save the paid invoice and submit with your request for reimbursement.

If you have a bona fide maintenance emergency, determine the scope of the problem and do your best to isolate it. For example, turn the water off to the sink in the cabinet below, etc. Then:

1. Call **KPM Realty Main Office**, and **leave a message: 720-502-6362**.
2. Call **Aaron Kessler's** personal cell phone and **leave a message: 720-495-6857**. \*Note: this phone will wake me up, so please use your discretion.

If you cannot reach Aaron, then you need to call a service provider and report the emergency. These vendors have 24 hour emergency service; some extend credit to KPM, some may require payment upon completion of service – which you will be reimbursed for.

## KPM REALTY'S EMERGENCY VENDOR LIST

<b>PLUMBING:</b>	Quality 1 <sup>st</sup> Plumbing	303-916-6226
	Family Man Plumbing	720-400-9452
<b>HVAC</b>	Builder's Heating and Air	303-722-7183
	Quality 1 <sup>st</sup> Plumbing & Heating	303-916-6226
	R&L Enterprises	303-289-4889
<b>WATER EXTRACTION:</b>	Bear Steam Cleaning	303-431-2704
<b>SEWER:</b>	Colorado Sewer Service	303-424-0448
	Killians Drain Service	720-276-5609
	\$99 Rooter	720-276-9900
<b>ROOF LEAKS:</b>	Sunny Roofing	3030-734-0956
<b>GUTTERS:</b>	Skyline Gutters	303-587-5194
	The Seamless Gutter Company	303-588-4178
<b>APPLIANCE REPAIR:</b>	Appliance Expert, LLC	720-329-3705
	American Appliance Service	303-777-0993
<b>TREE:</b>	Ross Tree Co.	303-871-9121
<b>LOCKSMITH:</b>	Master Security Center:	303-333-2005
	9 <sup>th</sup> Ave. Ace Locksmith	303-829-7181

\*Note: I advise all tenants that KPM Realty does not consider a lockout an emergency; if the tenants lose their keys they should call a locksmith and pay that charge themselves; if a lock breaks down or there is a security breach which requires emergency re-key, you may need these locksmith referrals.

\*\*Require a photo ID if you intend to provide access to any locked out person; only provide access to party on the Lease...not to a family member, friend, etc.

\*\*\*Never give out KPM Realty's last key

<b>ELECTRICAL:</b>	Merit Electric	303-443-8100
<b>GARAGE DOOR:</b>	Don's Garage Door	303-794-0604
	Precision Garage Door	1-800-724-4232
<b>GENERAL MAINTENANCE:</b>	Don's Handyman Service	303-903-9267