

EMERGENCY PROCEDURE

- **Text us for emergencies 24/7, 365 days a year.**
 - Use ALL CAPS for emergency texts, e.g., “EMERGENCY NORTHPARK 3510 104 FLOOD.”
 - Texting ensures quicker response times.
 - **Call us during work hours (Weekdays 8 AM - 5 PM).**
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What Qualifies as an Emergency?

1. **Flooding**
 - **What to Do:** Shut off the water immediately. If the water is coming from the ceiling, contact your upstairs neighbor to turn off their water.
2. **No Heat in Winter (Below 50°F Outdoor Temperature)**
 - **What to Do:** Check if the breaker is on and ensure the thermostat is set to heat and turned on.
3. **No Air Conditioning in Summer (Above 85°F Outdoor Temperature)**
 - **What to Do:** Check if the breaker is on and ensure the thermostat is set to cool and turned on.
4. **Being Locked Out or Locked Inside Your Unit**
 - **What to Do:** Ensure your safety and contact us via text immediately.
5. **Fire in the Unit**
 - **What to Do:** Immediately evacuate the unit and call 911. Ensure everyone is safe and away from the building.
 - After contacting emergency services, text us with the unit details and any relevant information about the fire.

Note: Please keep in mind that reporting non-emergency issues may disturb someone's family during off-hours. Thank you for your cooperation!

Non-Emergency Maintenance Requests

- All non-emergency maintenance requests should be submitted through the maintenance request form: <https://wkf.ms/45mgzvn>

