

## Emergency Procedure

### **Our 24 Hours Emergency Line is: (204) 946-2250**

- If you have an emergency during business hours, call your Property Manager or our reception desk at (204) 956-1901.
- Our business hours are Monday to Friday, 8:30 am to 5:00 pm. The office is closed on weekends and Statutory Holidays.

### What is an Emergency?

Fire, medical or police emergency: Call 9-1-1

### Call Stevenson Management for these emergencies:

- Flood, leaking pipes, roof leak, sewer back up
- No heat
- Elevator not working
- Parkade door not functioning
- Building security seriously compromised
- Power failure – call Manitoba Hydro (204) 480-5900
- No water – call City of Winnipeg 3-1-1

### Non-emergency situations:

### The following situations should be dealt with during regular business hours:

- Objects dropped down elevator shaft
- Parking passes needed
- Lost keys or fobs
- Moving in or out
- Intercom changes
- Intercom not working
- Garbage not picked up
- Vehicle ticketed
- Vehicle towed (call local Bylaw enforcement agency)
- Administrative requests

### Call Police at your local non-emergency number:

- If you have problems with noisy or unruly residents or visitors
- If your vehicle is broken into or vandalized