

# What Is and Isn't an Emergency?

## Common Emergencies

**If there is danger to life always call 911 first.**

There are a few things regarding the property that are considered an emergency to us but not the 911 dispatcher. Below are some of the more important issues that may arise:

### Water Leaks are Bad

Any water leaks that are streaming and cannot be stopped are a big problem. Call us immediately.

If water is dripping from the ceiling or slowly from a faucet then maybe it's not an emergency but do call the property management to get it repaired.

### Carbon Monoxide Alarm Goes Off

A carbon monoxide detector is installed in the main living area. You cannot smell carbon monoxide. If your carbon monoxide detector sounds, then do:

1. Get everyone outside immediately
2. Call 911
3. Do not open any windows or doors once you have left and called 911. The fire department will want to test how bad the CO levels are.

### Plumbing Drains are Stopped Up

If none of your sinks, tubs or toilets will properly drain. This is or will be a major problem so call us immediately.

## Non-Emergencies But Important Anyway

### No Hot Water in your Apartment

The hot water heater is electric so if you still have the power on, call us and we will find out what is wrong and get it repaired.

### Clogged or Backed Up Toilet

Usually this is not an emergency. However, we will get it fixed immediately. In any case, turn off the water behind the toilet, clean up any mess and call us.

### No Heat in your Apartment

This is only an emergency in extreme cold weather in winter time and when the heater becomes broken. If your gas or electric is shut off for non-payment of your bill, call your electric or gas provider.

### Air Conditioning

Failure of the AC system is not an emergency. Please report the problem asap and we will get it fixed.

### The Power Is Out

If it's just your apartment, then check the breaker box to see if one is turned off.

## **Missed Appointments and Unnecessary Service Calls**

The resident is responsible for the payment of any service fee charged by a contractor for:

- Not providing access or securing pets which the contractor feels are a concern
- Any reasons that are clearly the fault of the resident which does not allow the contractor to complete the job

## **How To Contact Us**

**Scott Kelsey, property manager**

**404-981-6765**

**[info@n390properties.com](mailto:info@n390properties.com)**

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**If there is a plumbing emergency call them directly:**

**Plumbing Detectives**

770-483-0577

[www.tpdatlanta.com](http://www.tpdatlanta.com)

**Atlantis Plumbing**

770-505-8670

[www.atlantisplumbing.com](http://www.atlantisplumbing.com)