



Fairlea Park Housing Co-operative

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Emergency / Holiday Procedures

Procedures to assist with addressing emergencies when staff are out of the office.

Passed by the Board of Directors on this ____ day of _____, 2021

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Emergencies

In case of an **Emergency, call 911**
(fire, smoke detector alarm, life threatening, crime in progress)

If you or another tenant smells gas (smells like rotten eggs)
CALL Enbridge 1-800-763-5427

In a **Maintenance Emergency**, after business hours
(For example, no heat / hot water, sewer back up, or a water leak)

Please contact
Kaeli @ 613-292-0652

Situations d'urgence

En cas d' **urgence, composez le 911**
(incendie, alarme du détecteur de fumée, menace à la vie, crime en cours)

Si vous, ou quiconque, sentez une odeur de gaz (un peu comme des oeufs pourris),
appelez Enbridge au 1 800 763-5427

Pour une réparation **urgente**, après les heures d'ouverture,
(par exemple, pas de chauffage, eaux d'égouts qui ont remonté ou fuite d'eau)

Veuillez communiquer
avec Kaeli, 613-292-0652

1.0	24-hour Emergency Line:	
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- 1.1 In Case of Emergency please contact Kaeli at Housing Managers Collective at 613-292-0652.
- 1.2 When contacting Kaeli please leave the following information:
- Your name and address,
 - The name of your co-op,
 - A brief description of your emergency, and
 - A number where you can be reached.
- 1.3 Emergencies calls will be returned within 3 hours. If you don't hear back from me quickly please try texting and calling back until you are able to reach me.
- 1.4 Calls for non-emergencies will be returned within 3 business days.

Emergency	Contact
Crime in Progress, Fire, Life Threatening Emergency, Smoke Detector Alarm	911
Smell of gas and Other Gas Issues - Smells like rotten eggs.	Enbridge ~ 1-866-763-5427
No hydro	Hydro ~ 613-738-6400 OR 613-738-0188
No Heat – (The furnaces are owned by the co-op.)	Kaeli
No Hot Water - (These are rentals, information can be found on your Enbridge bill.) If the hot water tanks don't work call Ottawa Home Services for service. Please let them know how old your tank is because it may need to be replaced instead of repaired.	Find the phone number on your Enbridge Bill. 613-604-4777
Sewer back-ups / Water leaks / Toilet not functioning	Kaeli

2.0 What to do if you have no heat

- 2.1 Answer the following questions:
- a) Is the thermostat set to heat? Are the batteries working in your thermostat?
 - b) Is the filter clean? When was it replaced?
 - c) Are the furnace exhaust pipes clear of any obstructions?
 - d) Is the furnace switched on? (It looks like a light switch and may be high up or on a wall.)

2.2 Check your breaker

2.3 If the heat still doesn't work, please call the emergency phone number.

3.0 What to do if you have no hot water...

3.1 Your hot water tank is a rental. Look on your Enbridge bill to find out the name and number of the company that you rent from. Call that company to let them know you have no hot water.

4.0 What if you have no electricity (power and lights)...

4.1 Check where the power outage is located. Is it limited to one outlet, one room, your house or is it a larger outage?

4.2 Check if you have too many items using the same breaker. This happens frequently if you have fans, air conditioners or vacuums plugged in in the same room.

4.3 Check your breakers. If they are flipped off you can reset them. Turn the **breaker on, then off completely, then on again.**

4.4 If the power still doesn't work, please call Hydro.

5.0 What to do if your toilet doesn't work

5.1 Lift the cover for your toilet tank and see if the chain has come loose. Try and flush the toilet manually.

5.2 Fill the toilet tank with water and try to flush.

5.3 If the toilet flushes with one of these two methods call and leave a message at the co-op office and they will contact you on the next open office day.

5.4 If the toilet still doesn't work please call the emergency phone number.

6.0 What to do if there are water leaks or flooding

Water can damage the property by causing damage to the structure and mold. Even small water leaks can add to a large water bill. It is important to address any leaks from pipes, taps or any other source quickly.

6.1 Use a fan, mop and towels to dry the area

6.2 Place a bucket under the leak

6.3 If the leak is contained after these methods call and leave a message at the co-op office and they will contact you on the next open office day.

6.4 If the leak is not contained, please call the emergency phone number.

7.0 Sump Pumps

7.1 Please check your sump pumps regularly.

8.0 What to do if you have a broken window

8.1 Call the emergency phone number.

Ottawa Police Service
MAKE THE RIGHT CALL
ONLINE + BY PHONE

ONLINE REPORTING

Don't wait on the phone, save time and use our online reporting service for non-emergency reports such as:

- Theft (excluding theft of passports)
- Theft from Vehicle
- Traffic Complaints
- Mischief/Damage to Property
- Drug Complaints
- Fraud Complaints

REACH US BY PHONE

Some incidents require an officer in person, while other reports can be taken over the phone by a Call Centre agent.

9-1-1 for emergency

613-236-1222 for non-emergency reports
TTY 613-760-8100
service for the Deaf, Deafened and Hard of Hearing

For anonymous tips, contact **Crime Stoppers**  **1-800-222-8477 (TIPS)**
crimestoppers.ca