

AFTER HOURS EMERGENCY PROCEDURES

Below are the following considered after hours emergencies:

1. Flood
2. No Water
3. No Heat
4. No A/C
5. Refrigerator stops working

In the event of an after hours emergency, please do the following:

1. If your unit is under warranty (which is one year from your closing date) contact the WCI Warranty Customer Care Center at 1-800-924-3545.
2. If your unit is no longer under warranty; you may contact the vendor of your choice to respond to your emergency. (For an emergency we will not require the vendor registration, however, if the vendor is going to return to follow-up work we will need them to complete the vendor registration).
3. Please leave a voice mail for the office (949-3114) to notify us that there was/is an after hours emergency in your unit and you were authorizing a vendor to come in for one of the above emergencies. (This way if we get any questions/concerns we will be aware of the situation).
4. Notify the gate that your vendor will be arriving. (The gate house will also notify the office of any after hours vendor arrivals).
5. Have the vendor sign in (and out) at the front desk (so we have a record of them coming into and leaving the building).

Note: Please see separate attached procedures for fire/medical emergencies.