



220 - 1651 Commercial Drive

Vancouver, BC V5L 3Y3

TEL: 604-879-5771

FAX: 604-879-8792

coho@coho.bc.ca

Kinross Creek Housing Co-operative ***EMERGENCY MAINTENANCE PROCEDURE***

WHAT HOURS CAN BE CLASSIFIED AS AFTER HOURS EMERGENCY?

MONDAY TO THURSDAYS – 4:30PM TO 9AM

FRIDAYS TO MONDAYS – FROM 4:30PM TO 9AM MONDAY

STAT HOLIDAYS – ALL DAY – 9AM THE NEXT WORKING DAY

WINTER HOLIDAY BREAK – DECEMBER 24TH – NOON TO 9AM FIRST WORKING DAY OF JANUARY

HOW TO REPORT AN AFTER HOURS EMERGENCY:

- CONTACT THE CALL RESPONSE CENTRE LINE – 1-877-651-8301 WITH THE FOLLOWING INFORMATION
 - CO-OP NAME
 - YOUR NAME , UNIT NUMBER AND PHONE NUMBER
 - DESCRIPTION OF PROBLEM

- A COHO EMERGENCY TECH MAY CALL YOU TO DISCUSS AND OBTAIN MORE INFORMATION TO ENSURE THE REPAIR REQUIRES IMMEDIATE ATTENTION
 - IF THE REPAIR REQUIRES A TICKETED TRADE TO BE DISPATCHED, THE EMERGENCY TECH WILL MAKE THE NECESSARY ARRANGEMENTS AND THE MEMBER WILL BE NOTIFIED
 - IF THE REPAIR REQUIRES THE EMERGENCY TECH TO BE DISPATCHED ONLY, THE EMERGENCY TECH WILL ATTEND THE JOB SITE

STAFF WILL NOT RESPOND TO YOUR CALL IF:

- YOU DO NOT LEAVE A NAME AND PHONE NUMBER IN YOUR MESSAGE



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KEEP THIS NOTICE HANDY FOR EASY REFERENCE

WHAT IS AN EMERGENCY?

- **ROOF, CEILINGS OR HEATING SYSTEMS THAT ARE LEAKING**
- **DAMAGED OR BLOCKED WATER, SEWER PIPES OR PLUMBING FIXTURES**
- **NO HEAT/HOT WATER IN THE ENTIRE UNIT DURING HARSH WINTER CONDITIONS (BELOW 0 DEGREES CELSIUS)**
- **CLOGGED TOILETS IN BATHROOMS WITHOUT A SECONDARY WASHROOM**
- **NO POWER IN THE ENTIRE UNIT**
(Please call BC Hydro first and then check your breakers)
- **BROKEN LOCKS THAT ALLOW ANYONE TO ENTER THE UNIT WITHOUT A KEY**
(Locking your-self out is **NOT** an emergency, call a locksmith)
- **FIRE TROUBLE SIGNALS/BELLS** - If fire bells are ringing and/or there is smoke Call 911 and leave the building immediately