GMI

EMERGENCY PROCEDURES MANUAL

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5.1 General

Grady Management, Inc. provides twenty-four hour emergency maintenance service at all communities. Emergencies are defined as any problem that directly jeopardizes the health or welfare of the resident or can result in serious damage to the community. In preparation for emergency maintenance, each office and maintenance shop will have an updated copy of the “GMI Emergency Procedures Manual. The Community Manager will be responsible that all information in the manual is current.

The GMI Emergency Procedures Manual will contain the following list:

Sec 5 Emergency Maintenance of the Maintenance Manual

F003 Emergency Contacts List

L003 Elevator Failure & Service Log

L004 Fire Watch Log

L010 Sewer Backup Log

F002 Sewer Backup Form

Insurance Supplements A., B., C.

Utility Cut-off inside the building

Site Plan of utilities outside the building

Notes

Examples of emergency calls include but are not necessarily limited to the following:

A. Toilet overflowing;

B. Water leaks of any kind; plumbing, roofing, etc;

C. No Heat;

D. No electrical power;

E. No water service;

F. Fire;

G. Smell of Natural Gas

H. Locked out of apartment;
   1. Communities with standard key entry; up to 10:00 p.m.

   2. Communities with key fob entry; close of business to opening of business next day

I . No Air Conditioning.

   1. All air conditioning calls are to be considered an emergency until 8:00 PM weekdays as well as weekends.

   2. After 8:00 PM, the Answering Service will take air conditioning calls and relay them to the Community Office the next day. The exception would be all medical air conditioning calls. Residents eligible for this exception must have a statement from the doctor indicating their medical need for air conditioning filed in the resident folder. An updated list of all eligible residents must be maintained by the Community Manager and supplied to the answering service and all on-call personnel.

   3. Medical air conditioning calls are considered an emergency and will be handled as such at all times.

If in doubt as to whether a call is an emergency, the Community Manager or Assistant Community Manager should be contacted.

In the event you are unable to contact your Community Manager or Assistant Community Manager, the Regional Property Manager should be contacted. Mark Rasavage, Heather Shrader or Brian Alford should be contacted at the following numbers:

	Home	Cell
Mark Rasavage		240-372-8321
Heather Shrader		240-620-8308
Brian Alford	703-327-5292	571-437-7098

Each Monday, the Community or Assistant Community Manager will call and provide the Answering Service with the name and telephone number of the Maintenance Technician on night call for the following seven (7) days, and their back-up.

Upon receiving a request for emergency service, the Answering Service should get the name, address, apartment number, and telephone number of the resident along with a description of the emergency, then immediately contact the Maintenance Technician on duty and provide the information.

In the event of a repeat call stating that no work has been performed the Answering Service should contact the Community Manager or Assistant Community Manager. Failing to contact them, telephone the Regional Property Manager, if no response, the Vice President, etc.

5.2 Fire

A. Pull nearest fire alarm (if available)

B. Call 911

C. The first responsibility is to contact the Fire Department; secondly, you are to contact your Regional Property Manager. In the event you are unable to contact your Regional Property Manager, call the Vice President, President, etc.

D. When a major emergency occurs on a community, the Regional Property Manager and the Community Manager share a dual responsibility for the supervision of all activities described below.

E. Do not enter building. Help with the evacuation of the building by assisting emergencies responders in gaining access to building, and providing information.

F. Use your own personnel to set up security around the building to keep residents away from the building and to secure the building until the Fire Marshall and the Housing Inspector allow the residents to walk back through the building. This must be handled in a very orderly and careful fashion in order to prevent the theft of resident's personal property. (In some cases, you may wish to change the locks on the apartment doors immediately in order to help control individuals going into apartments that are condemned.)

If the fire department allows residents to re-enter their unit temporarily for the purpose of removing personal items, a GMI staff member must accompany them at all times. A list must be made of all items removed from the apartment. It must be signed and dated by the GMI staffer and the Lease holder. The exact time should be noted as well: if the resident needs to go back in to get more items, the list must then be updated then resigned and dated.

G. Write an initial report on the emergency, detailing all verified facts. Start a log and maintain it through the entire emergency, noting on-site personnel and the hours they worked. This log should be maintained for any outside contractor used for security, utility repair, and temporary or major fire restoration.

H. Report the facts to the Insurance Coordinator as soon as possible by telephone, then follow-up in writing. See the GMI Insurance Manual.

I. Open the Community Office in order to assist fire victims, and in order to open lines of communication.

J. In most cases of a major fire, you will need both an electrician and a plumber in order to restore utility service to adjacent building entrances. Therefore, you are to contact one of the approved GMI plumbers, electricians and fire restoration specialists. Refer to Emergency Contact list found inside the “GMI Emergency Procedures Manual”.

K. Have a member of the Office Staff prepare a list of all fire victims, their present apartments, and review the possibility of relocating them in the community. The decision to relocate residents is at the sole discretion of the Regional Property Manager.

L. Contact the Red Cross and assist them in making every effort to help the fire victims during this crisis.

M. Clean up fire debris, secure the buildings, and do whatever temporary repairs feasible. Be especially alert to safety needs.

N. The Regional Property Manager is to meet with the insurance adjuster and contractors to get bids on fire restoration.

O. A written report in detail of the fire is to be forwarded to the GMI Insurance coordinator within 24 hours.

P. The Regional Property Manager is to request a written copy of the cause of the fire from the Fire Marshall.

Q. The Regional Property Manager is to request a credit from WSSC or local water authority for the sewer charge. To do so, a report from the Fire Marshall is needed.

5.3 Major Water Line Break

A. In the case of a water line break, it is the responsibility of the Community Manager to contact the Fire Department immediately and institute a fire watch until water is restored, then call the Regional Property Manager. If unavailable, contact the Vice President, President, etc.

B. Call your local water authority directly so that you can determine if the break is their responsibility or ours. If the break occurs beyond the connection with the water meter, the repair responsibility is ours. In some cases, the water company must be present to turn off the water. The make-up water lines must be closed to prevent closed water system water from combining with city water. Refer to Emergency Contact List in the GMI Emergency Procedure Manual for local water authority numbers.

C. Turn off equipment that is used to pump heat or circulate water; example: boilers, chillers, hot water heaters, circulating pumps. If you have boilers, the boiler equipment and controls must be turned off in the proper sequence.

D. Call an approved plumber to initiate the repair and again, maintain the log. When you call the plumbing company, explain the problem and ask the estimated time of arrival of the crew. Make sure the plumbing company does not send more plumbers than you believe necessary. Below is an outline of your needs in most cases:

1. Plumber, Supervisor
2. Backhoe Operator (if the broken line is underground)
3. Two Laborers
4. Possibly a Welder, if the pipe is cast iron.

The plumbers must bring with them, and you should remind them, the following equipment, if, in your judgment, it is needed:

1. Backhoe
2. Portable Generator Lights
3. Barricadas
4. Mud Augur Pump
5. General Plumbing Tools

E. The Plumber/Electrician is to contact Miss Utility (for Maryland and Northern Virginia) at **800-257-7777.** Note: GMI's call in number is **21996**. Southern Virginia communities must contact Miss Utility at **811 or 800-552-7001**. These companies will direct the individual utility companies to go to your community and identify all

underground utility lines in the area of the break. The utility companies must complete this action before any digging is started. This will help prevent additional damage to other utility lines.

F. Call your Answering Service and tell them what to say to the residents when they call about the lack of utilities. Send out a notice to residents stating to them what the problem is, and when we believe the utility will be restored.

G. Make sure you log all information as it occurs, so that you can make a complete insurance report. In the report, include the arrival and departure time of plumbers. If the repair occurs late at night, there may be a possibility of using a temporary clamp so that the cost of the repair will be reduced because it will be less overtime.

H. Supervise the repair work and keep safety in mind at all times to prevent curious residents from standing too close to the area. Make sure the plumber supports the new pipe being installed. They should shore-up under the pipe to prevent damage when the ground settles. In addition, if the pipes are insulated, they must be reinsulated before the job is finished.

I. Secure a piece of the pipe at the leak site and hold for the Regional Property Manager. The Regional Property Manager will decide whether to send for an analysis to determine the cause of the break, type of corrosion, etc. It is not enough to simply repair the break without finding out the cause for the break.

J. After the repairs are completed and before the water company turns the water back on, open some of the faucets in the affected buildings. This will relieve the pressure in the lines and prevent possible damage.

K. Water should be turned on slowly to prevent sediment in the lines from blocking aerators and ballcocks.

L. Turn our equipment back on in sequence: example, circulating pumps, boilers, chillers, boiler controls, etc.

M. Inspect every unit to make sure that the residents have not left the apartment with their faucets still on. This will prevent flooding.

N. Contact the Answering Service to tell them service is restored.

O. Send in your insurance report to the GMI Insurance Coordinator. See the GMI Insurance Manual.

P. The Regional Property Manager should request a rebate on sewer charges from the WSSC or other jurisdictions.

Q. On a site plan, carefully mark each area where a pipe was repaired or replaced. This site plan should be consulted at every break to determine the best method of repair or replacement.

5.4 Gas Line Break

A. Contact the Fire Department and the gas company immediately.

B. Assist the Fire Department in evacuation of the building, if necessary.

A. Contact Miss Utility in Maryland **1-800-257-7777** in Virginia **1-800-552-7001** ..... Note: GMI's call-in number is **21996**.

D. Contact GMI approved plumber.

E. Supervise the repair.

F. Be advised that if the gas has been cut off, before it can be restored, you will be required to have a plumbing company pressure-test the lines.

G. Assist the plumber in entering all units to relight pilots on stoves and furnaces.

H. As is the case in all major emergencies, again, you must maintain a log on the hours of our personnel and the contractors.

I. Forward to the GMI Insurance Coordinator an insurance report in keeping with the Insurance Manual.

5.5 Elevator Emergency

When someone is stuck in the elevator, you should:

A. Call the Fire Department first.

B. Call the elevator company second.

C. Do Not attempt to rescue the passengers from the elevator…this is against the law.

D. When an emergency alarm is sounded, you should attempt to isolate which floor the elevator is nearest. Once located, every effort should be made to calm the passengers and assure them that you have called the Fire Department and the elevator company, and help is on its way.

E. An incident report should be generated for the record.

The Elevator Failure & Service Log, will be used at all communities with elevators. This report must be submitted to the Regional Property Managers by the fifth (5th) of each month, who will review it with the Vice President.

A copy of the report should be maintained at the community for periodic review by the Regional Property Manager, etc. Please be reminded that any elevator down for more than two (2) hours is considered a major emergency and the Regional Property Manager is to be apprised of the situation. In addition, if anyone is ever trapped in an elevator, that situation is a major emergency that must be attended to immediately.

All elevators are required to permanently post a "No Smoking" sign. Signs should not exceed 5" x 9½. Lettering will be in red on a white background.

5.6 Electrical Service Interruption

a. Contact local power company to request outage or gain information on approximately the length of outage.

b. Notify your Regional Property Manager, or Vice President.

c. Notify the Fire Department.

d. Turn off power to elevators (as applicable). Insure that the elevator(s) is vacant. If it is occupied, refer to Section 5.5 of this manual.

e. All three phased equipment is to be turned off at the disconnect switch and not re-energized until all three (3) phases of power are restored.

f. **Begin a fire watch.** All staff should be available to walk the community looking for any signs of fire or smoke. Complete the Fire Watch Log, at this time. **Should any indication of fire be seen, call 911 immediately.**

g. Post a notice to residents providing specific direction and caution information. This notice is to be delivered door to door and is to be posted in all high traffic areas.

h. Call your answering service and advise them of the situation. The service is to be directed as to what they are to say to residents who call in. Indicate when the utility company believes that power will be restored.

i. Insure that emergency lighting is operative and that the backup (batteries, generators) is functional.

j. Check on elderly, disabled or mentally challenged residents. These residents may require assistance with attaining provisions should the power outage be extensive.

k. Write an initial report on the emergency. Provide all factual information available. Log and maintain a record of all relevant activities. This is to include the activities and hours worked of all on-site personnel and vendors (watchmen, utility repair persons, etc.).

l. Monitor stairwells for slip hazards such as pooling water.

m. Rotate personnel. Communicate through the Regional Property Manager for relief from other communities.

n. Maintain or extend office hours to communicate with residents.

o. Should the power outage be prolonged; post names, telephone numbers and locations for nearby shelters: Community Manager is responsible for keeping an updated list of shelters on the Emergency Contact List.

O. When power is restored

1. Contact the elevator contractor **before** restoring power to the elevators.

2. Reset phase monitors before turning on applicable equipment in the boiler rooms.

3. Advise the answering service that power has been returned.

The applicable utility companies are listed below:

5.7 Backups

A Back up Log must be set up and maintained at every GMI community. This Log should be in chronological order and as detailed as possible. A Sewer Backup Assessment Form must be filled out for each incident. Then placed in backup log and filed.

All backups are considered emergencies (health hazards) and immediate action must be taken to correct the fault. Chronic backups are to be served by a regular preventative hydro-jet schedule established by the Regional Property Manager.

Backup logs will be reviewed by the Regional Property Managers on a quarterly basis while conducting their Quarterly Inspections.

Take proper precautions to minimize loss and potential health effects:

a) Keep personnel and pets out of overflow area
b) Remove or de-energize appliances in overflow area to prevent electrocution hazard.

5.8 Snow Removal & Sanding

The Snow Removal Log, must be maintained from November 1st through March 31st, at a minimum. If snow or ice conditions start earlier and extend into April, logs will be maintained for these times as well.

An entry will be made for each day from November 1st through March 31st, indicating the date, time, snow/ice condition (if any) and action taken. If the streets and walks are clear, check the appropriate box and indicate “no action” in the description column.

Pictures with date and time stamps should be taken of any area when accident, resident complaint, and condition after snow removal and attached to logs.

The Snow Log will be maintained in duplicate on the Community Manager’s desk, available at all times for the Regional Property Managers review.

Documents Associated with Section 5 Emergency Maintenance Manual:

Manuals
GMI Emergency Procedures Manual
Grady Management Insurance Manual

Forms
F003 Emergency Contacts List
F002 Sewer Backup Form

Logs
L003 Elevator Failure & Service Log
L004 Fire Watch Log
L010 Sewer Backup Log
L007 Snow Removal Log

Other Documents

Grady Management Community Listing
Insurance Supplements A., B., C.
Notes
Site Plan of utilities outside the building
Utility Cut-off inside the building
Winterization Memo