

## After-Hours Service Protocol

Capital Integral Property Management provides your property with after-hours service for emergencies that occur outside our normal business hours. This service is provided in partnership with **OMS**, Ottawa Maintenance Solutions.

### Business Hours:

Monday to Friday – 9:00am to 4:00pm

### Statutory and Other Holidays:

- our staff receive all the statutory holidays off and we shut down during the Christmas break (between Christmas and New Years).

Holiday	2018	2019
New Year's Day	January 1	January 1
Family Day	February 19	February 18
Good Friday	March 30	April 19
Easter Monday	April 2	April 22
Victoria Day	May 21	May 20
St. Jean Baptiste Day	Observed June 25	June 24
Canada Day	Observed July 2	July 1
Civic Holiday	August 6	August 5
Labour Day	September 3	September 2
Thanksgiving Day	October 8	October 14
Christmas Day	December 25	December 25
Boxing Day	December 26	December 26
Christmas Shut Down	December 26-30	December 25-29

### Protocol

1. To access the service residents can call our main line (613-722-1232) and follow the prompts. This will connect them with the On-Call Centre.
2. The customer service representative will ask you a series of questions to identify you, your address and the nature of your issue. If your issue is deemed to require further investigation, our after-hours service provider, Ottawa Maintenance Solutions (OMS), will be paged and asked to call you back.
3. A representative from OMS will contact you and ask you more questions about the issue. He/she may ask that you to leave your unit and investigate hallways or other common areas so that a better assessment can be made. Dealing with an emergency is a shared issue and our service is not a concierge service. We will also determine the responsible party in case costs are incurred.
4. If you do not receive a call back within 10 minutes please call the after-hours service again.

5. If the call is deemed by the Property Manager and/or the Board of Directors to not have been an emergency the resident or the owner will be responsible for the costs incurred by the call.
6. If you are not sure if a situation is an emergency, please call our service and allow us to make this determination. In general, if you are concerned about an after hours situation affecting your building, please let us know. Your Board of Directors and Capital Integral would much rather you err on the side of caution and give us a call.
7. Based on the nature of the issue, the OMS representative may escalate the issue to the appropriate person at Capital Integral Property Management. See below for a list of some of the more common reasons for calls to the after-hour service. All calls will be dealt with on a case-by-case basis.

Issue	Categorization	Action to be Taken	
		Resident	OMS/Capital Integral
<b>Fire</b>	Emergency	Immediate: Resident to call 911. Only afterwards contact after-hours service.	Long term: Deal with insurance and remediation issues.
<b>Burst pipe or other active plumbing issue resulting in a fast flowing leak (overflowing toilet, tub or sink, leaking dishwasher, clothes washer or hot water tank, frozen/burst pipes, etc.)</b>	Emergency	Immediate: Resident to turn off water to toilet, sink or whole unit if possible. If not possible a plumber will be called immediately – costs will apply. Capital Integral may have to contact other residents and notify them of actions to take.	Immediate: If the water cannot be turned off by the resident, a plumber will be called immediately – costs will apply. Capital Integral may have to contact other residents and notify them of actions to take.  Long term: Call plumber to attend to the issue on the next working day during normal hours. If required contact insurance providers.
<b>No Heat (assuming that the Corporation is responsible for the heat. If the owner is responsible, he/she may still call the after-hours service but charges will apply)</b>	Emergency (winter)	Immediate: Find other means of keeping warm.	Immediate: Capital Integral will contact HVAC maintenance company to resolve asap.

			Long term: Further investigation, as may be required.
<b>Window/Door/Patio Door Leak (assuming they are closed)</b>	Urgent	Immediate: Resident to employ towels, buckets or any other means of containing the water to avoid damage to floors and walls	<p>Immediate: Typically no action is taken unless the leak is significant. In those situations, action to mitigate damage may be taken e.g. tarps or other means of preventing water from entering.</p> <p>Long term: A window contractor or general contractor is dispatched on the first working day after the leak is reported</p>
<p><b>Gas Smell</b></p> <p>If you suspect gas is leaking:</p> <p>Don't use phones, cameras or any electronics near the leak.</p> <p>Leave electrical switches, appliances and computers as they are.</p> <p>Don't smoke, use lighters/matches or start any motors or vehicles.</p> <p>If you think you have a gas leak inside:</p> <p>Open doors and windows to let fresh air in and then go outside.</p> <p>If you can hear a hissing sound, leave the building immediately.</p> <p>Once outside and at a safe distance away, call <b>Enbridge Gas Distribution</b>.</p> <p>If you think you have a gas leak outside:</p> <p>Put out all open flames such as campfires and barbecues.</p>	Emergency	Immediate: If you smell gas, leave the area and call Enbridge Gas Distribution at 1-866-763-5427. This free emergency service is available 24 hours a day, seven days a week.	Enbridge is responsible for the gas up to the property. They will deal with issues related to their pipes and will notify us of any repairs required to the common element gas pipes. In such a case a specialized gas contractor may need to be called in by Capital Capital Integral to perform emergency repair work.

<p>Leave and stay clear of the area and then call our Emergency Number: 1-866-763-5427</p> <p>Keep doors and windows closed to prevent gas from going inside</p> <p>If leaking gas is burning:</p> <p><b>Call your local fire department and do not attempt to put out the fire</b></p>			
<p><b>Food, Cigarette and Cosmetic Smells</b></p> <p><b>This is not considered an emergency and no action will be taken.</b></p>	Non-Urgent	Immediate: Open windows and ventilate your unit	No action to be taken
<p><b>Other Smells</b></p> <p><b>These are more difficult to deal with as they could result from many different sources and not be an issue or they could be the precursor to a significant issue</b></p>	Non-Urgent to possibly urgent	Immediate: Investigate your immediate area to help determine the nature and origin of the smell. If you suspect that the smell is of something burning please call 911 to be safe. If not, monitor the situation to see if the smell dissipates. If not, contact the after-hours service.	Immediate: Try to work with the caller to determine nature and origin of the smell. If the smell persists over a period of hours or gets stronger, send someone out to investigate.
<p><b>Locked out of Unit, Lost Keys</b></p>	Non-Urgent	Immediate: Contact locksmith to obtain new keys or open the lock.	None
<p><b>No Air Conditioning (assuming that the Corporation is responsible for the AC. If the owner is responsible, he/she may still call the after-hours service but charges will apply)</b></p>	Non-Urgent	Immediate: Find alternative means of keeping cool.	Immediate: None Next Working Day: Send HVAC contractor to investigate the issue.
<p><b>Excessive Noise from Other Unit or Other arty</b></p>	Non-Urgent	Immediate: Call City of Ottawa at 311 to report a noise complaint.	Immediate: None Next Working Day: Noise infraction notice sent to owner/tenants.

