

Maintenance Calls

After Hours, Weekends and Holiday

Please use the following as a guide in determining if Maintenance on Call needs to be contacted regarding any service issues. This guide is to be used for the supportive living facility and phone calls received from tenants.

A. Tenant should be directed to call 9-1-1 immediately!

- a. Fire or fire alarm set off – tenant directed to call 9-1-1 immediately, then maintenance called at 403-650-3318.
- b. Breach of Security – including burglary, vandalism or domestic disturbances - tenant directed to call 9-1-1 immediately, then maintenance to be informed at 403-650-3318
- c. Tenant illness

B. Emergencies – information to be relayed to Westwinds Maintenance personnel

Maintenance can be reached after hours/weekends/holidays at 403-650-3318

- Toilet Issues
 - Plugged Toilet
 - Leaking from tank/supply line dripping
 - Will not flush due to toilet handle broken or flapper chain off
 - Toilet tank or bowl is cracked/leaking

- Flood Issues
 - Toilets overflowing, especially ones on upper floors
 - Domestic hot water recirculating lines leaking
 - Water main breaks, water bubbling out of ground
 - Sink leaks, supply lines/drains leaking
 - Hot water tanks leaking
 - Outdoor hose bibs freeze/leaking in winter and/or burst
 - Sewer line back-ups
 - Mother nature – flash floods

- Security Issues
 - Breach of security by an external person – 9-1-1 should be called first in this case, but maintenance needs to be alerted in order to repair broken screens/windows/doors, etc...
 - Tenant unit entrance lock not working
 - Lost keys and resident cannot get in
 - Death of a tenant (change lock)

- Elevator Issues
 - Down due to power outage
 - Tenant stuck in elevator

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- Heating Issues
 - No heat due to air lock, faulty zone valve or thermostat
 - Heating pipe burst
 - Furnace will not fire – ask tenant if pilot light out and utilities currently paid up to date?
 - Furnace making loud noise due to motor pulley or belt coming off
 - Boiler has gone down due to pump problems, pilot light out
 - Too much heat – units and or common areas
- Hot Water Problems
 - Hot water tank down – pilot light or thermocouple?
 - Broken pipe
 - Recirculating pump down
- Stove stops working – This will normally be looked at on the next business day, but requires immediate maintenance assistance if the call is received on a Friday-Sunday (cannot leave resident without appliances all weekend)
- Roof or window leaks
- Power Outages
- Natural gas smell
- Icy Sidewalks – freezing rain
- Exterior lighting surrounding units / photocell failure
- Local smoke detector problems
- Fridge stops functioning in an occupied unit – needs to be replaced
- Tenant Concerns
 - Tenant hears a loud noise from next door and cannot get a response from that tenant (neighbor)
 - Family member that lives out of town cannot get a hold of tenant

C. Non emergencies – information to be taken down and maintenance request for service form filled out

- Rodent or insect problems
- Appliances not working (Mon-Thurs. only – On Fri-Sun or holidays, maintenance should be called, see above)
- Tenant personal belongings such as a dishwasher not functioning – unless leaking
- Exterior issues (lawn, shrubs, fencing, etc...)
- Light bulb replacement (in non-critical areas - use flashlight lighting)
- Complaints about Westwinds property

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