

Villas at the Peaks Townhome Association
1512 Grand Ave., Suite 109
Glenwood Springs, CO 81601
(970) 945-7266

EMERGENCY PROCEDURES
September 2009

It is the responsibility of the owner/tenant to do all that is in their power to reduce the amount of damage caused. If nothing is done to prevent further damage with the expectation that the HOA will pay for it, the Board will hold the owner/tenant responsible for the cost of the extended damage.

The following are considered emergencies:

Water/Sewer Backups

- If it is a water leak then shut your water off either at the main shut off or at the wall.
- If the leak is inside your unit, the owner is responsible for repairs. If you are a tenant contact the owner. Notify Crystal Property when repairs are completed.
- If the leak is outside your unit, call Crystal Property (day 945-7266 – emergency only - after hours phone number #987-1241)
- Crystal Property will need a detailed account of what is happening and will then contact the Board to get authorization on hiring a vendor.

In the event of a water leak or sewer back up use a wet/dry vac to extract as much water as possible. If you do not have one call your friends or family or Crystal Property to see if one can be obtained. (Do what you can)

Gas Leaks

- Call Xcel - Emergency Numbers is 1-800-895-2999 x 911
- Contact Crystal Property at the above listed phone numbers
- Crystal Property will get a detailed account of what is happening and will then contact the Board to get authorization on hiring a vendor

- If the leak is determined to be inside your unit, you will be required to contact a vendor and then notify Crystal Property when repairs are completed
- If the leak is outside the unit, Crystal Property will call our authorized vendors

If your gas is shut off due to a leak, and there is sub freezing temperatures expected that night than call your friends or family and see if you can locate some electric heaters to keep your house warm until the repair can be made.

Fire

- In case of fire, call 911.

Please understand that repairs may not happen immediately. depending upon what vendor is available. Owners/occupants may need to make arrangements to live elsewhere until repairs are completed.

Be aware, if a repair company is called by the owner/tenant without Board approval then the owner/tenant can be held responsible for the entire amount due for the repairs.