

Norbeck Hills Homeowners Association

Emergency Call Procedures

If a Homeowner Calls during Normal Business Hours:

- The TMGA operator answers the call. The caller is first transferred to the management agent. If the management agent is not available, the call is transferred to the Assistant for the property.
- If neither is available, the homeowner must identify to the receptionist that this is an emergency and the receptionist will locate a staff member who can assist the caller.
- A response will be provided within 15 minutes by either the manager, assistant for the property or the staff member who responded to the emergency call.
- If the homeowner does not receive a call back within 15 minutes, a second call is placed by the homeowner to TMGA and the property manager's supervisor or manager is to be notified. The homeowner should receive a call back within 15 minutes.
- If there is no call back to the homeowner within 30 minutes, a third call should be made by the homeowner to TMGA. At this point, a call back is due to the homeowner from the President of TMGA. (This is required even if the property manager has responded to the caller. It is unacceptable for the homeowner to have to wait for 45 minutes before receiving a call back for an emergency.)
- A full report is due to the Board, in writing, with an explanation, by e-mail, within five business days for any emergency call.

If a Homeowner Calls After Hours:

- If a homeowner calls TMGA after business hours, they should follow the voice prompts on the answering machine for emergencies. The message directs the caller to call the answering service for TMGA in the case of an emergency. The answering service is to gather the information and page the on-call property manager.
- The on-call property manager has 15 minutes to call the homeowner back.
- If the homeowner does not receive a call back in 15 minutes, the homeowner should place a second call to the answering service.
- The on-call property manager and management agent assigned to Norbeck Hill will be paged. The property manager or management agent will contact the homeowner as soon as possible and let the answering service know that the call was handled.
- If the answering service does not receive a call back from the property manager within 30 minutes after the second call, the answering service should page the next person on the on-call list until they receive a call back to acknowledge that the matter is being addressed, even if this means calling the President of TMGA.
- A full report is due to the Board with an explanation, by e-mail, or within five business days.

The Management Group Associates

AFTER-HOURS EMERGENCY PROCEDURES

When someone calls TMGA and the office is closed, the message advises the caller to call the answering service in case of emergency, citing examples of common emergencies.

When a call is placed to TMGA's answering service number, it shows up on the answering service's computer as a call for TMGA. The operator enters all the information regarding the call into the computer, where it is then picked up by a dispatcher for disposition. TMGA's master information screens are revealed on the computer, showing the operator and dispatcher all instructions related to calls for TMGA.

Unless otherwise specified on TMGA's master information screen, the answering service processes emergencies according to the standard protocol for property management.

Calls not considered to be emergencies are forwarded via email to TMGA the next business day.

When the call is recognized as an emergency by the answering service, it is phoned in to the on-call staff member's cell phone. If the call is answered, the dispatcher relays the information to the on call staff member; if the phone is not answered, a voice mail message is left by the answering service with all the information.

When the on-call staff member receives a phone call/voice mail message from the answering service, the on-call staff member calls the person back to advise of the disposition of their call/problem as well as make any calls to contractors and/or other Property Managers as required. After-hours calls received by the TMGA on-call staff members are documented and forwarded to the respective Property Manager the next business day, if not sooner.

When calls come in to the answering service on TMGA's number, one of the questions the caller is asked is whether the caller has called previously that day regarding the same issue and gotten no response. If the answer is "yes," the answering service dispatcher places another call to the on-call staff person's cell phone. If the call is answered, the dispatcher relays the information as a call back. If there is no answer, the dispatcher leaves a message requesting a call back from the on-call staff (no other details of the call are given). If the on-call staff member does not call back the answering service within ten (10) minutes, the answering service begins calling all the names on TMGA's contact list until they get a response in order to relay the message.

All calls received by the answering service on TMGA's number are relayed via email to TMGA. Emails are retrieved after 9:05 a.m. each business day. A copy of all calls made to the answering service is given to the Property Manager for the respective properties as well as to the Director of Administration for review, a copy of which is then filed.

