

WHAT IS AN EMERGENCY?

When to Call the Cornerstone of Topeka Emergency Maintenance Line:

An Emergency is as follows:

“Emergency Maintenance” is defined as a situation where there is a potential for physical harm to the residents or to the building.

Emergency Calls That Are Always Answered

- 1) **Water Leaks** (Frozen Water Pipes, broken water lines, broken fixtures, roof leak, etc.) where the resident cannot close a valve or shut the water off to the house and water is spraying onto the floor.
- 2) **Gas leak.** The Tenant should first call the gas company at 1-800-794-4780. They should press 0 after choosing English as the primary language. This will get them to the operator to leave their address and the problem. The Gas Company has the means to find leaks. Then call the emergency line to make sure we are notified of the problem.
- 3) **No electricity in the entire house.** The tenant should first call the electric company (Westar) at 1-800-383-1183. They should press 0 after choosing a Residential Account. This will get them to the operator to leave their address and the problem. Then call the emergency line to make sure we are notified of the problem.
- 4) **Break-in Repair.** If there is a house break-in and the building needs to be secured. First call the police and then call Cornerstone to see about repairs.

Special Emergency Calls Depends on Circumstances

- 1) Calls for the following maintenance issues will be answered as soon as someone is available (Unless otherwise specified), but some repairs can take 24 hours because of parts or contractor availability.
 - a) **No Heat (Winter).** If the outside temperature is forecast to be less than 30 degrees during the night, space heaters will be offered if the furnace cannot be repaired that day.
 - b) **No Cooling (Summer).** If the inside temperature is above 95 degrees, then fans will be offered to the tenant if repairs cannot be made that day.
 - c) **Clogged Main Sewers.** A drain cleaner contractor will be called.
 - d) **Clogged toilets.** Will only be addressed from 8:00am – 5:00pm on weekdays. Call Cornerstone at 8:00am on the next business day.
 - e) **No Hot Water.** Will only be addressed from 8:00am – 5:00pm on weekdays. Call Cornerstone at 8:00am on the next business day.
 - f) **Lockouts** – The cost to open the door is \$25 from 8:00 am – 5:00pm and \$50.00 after hours & weekends. You will need to have a current picture ID available.

***Note: You can call back if the situation changes later in the evening/night and you will then meet any of the above criteria.**

Routine Items that are not after Hours emergencies.

Although these items can be inconvenient, they are not emergencies and will only be addressed during work hours only (8:00am – 5:00pm). If they come in on the Emergency line after those hours, the information will be passed on to Cornerstone at the start of the next day.

1. Appliance not working (Stove or refrigerator)
2. Clogged sink drain, or tub drain