

# EMERGENCY MAINTENANCE

An aerial photograph of a city, showing a dense residential area in the foreground with many trees and houses, and a city skyline with several tall skyscrapers in the background. The image is in grayscale.

## WHAT IS AND ISN'T AN EMERGENCY?

Cobalt Property Services is pleased to provide our residents with 24 hour emergency service. Hopefully you'll never need this service, but if you do, you will certainly appreciate having our trained service staff just a phone call away. Before you pick up the phone to call us, though, we want you to know what to expect.

# IS IT AN EMERGENCY?

Emergency Service is just that: service we provide to you in the event of a true emergency. We have developed a response procedure for emergencies and other situations that arise during non-business hours (9 am- 5 pm). We believe that if you know what to expect from us, you'll be better prepared to deal with an unexpected event.

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*Time to look it up  
on the website?  
Probably NOT an  
after-hours  
emergency.*

Lack of AC, hot water, or a clogged drain are not emergencies at 9pm (or 3am). Report them through your portal and they will be reviewed and scheduled for repair.

# TRUE EMERGENCIES

- No Heat in your apartment during extreme cold weather (less than 50 degrees)
- No A/C in your apartment during extreme hot weather (indoor temp above 85 degrees)
- No Electricity in your apartment- partial outages can wait until the next day. Please call Georgia Power first to see if there is any known issue or work being done in the area.
- Gas Leaks or “Smell of Gas” - please reach out to Atlanta Gas Light FIRST from a phone NOT located in the apartment. Sparks from phones, even cell phones, can ignite gas. Natural gas has the unmistakable odor of rotten eggs. If you suspect an appliance is leaking gas, turn off the appliance and turn off the gas supply to that appliance (you should be able to find a shut-off handle somewhere on the supply line). Call us next.
- Flooding of your Apartment- call immediately if there is risk of damage to possessions or the property and you cannot contain the leak. Turn off the water valve to the broken pipe or to the exterior water main, if you can locate it, until a contractor arrives. Do everything within your power to contain any leaking or flooding and, if necessary, contact other residents who may be affected by the leak.
- Fire- call 911 first!! Then call us.

# TRUE EMERGENCIES

● Carbon Monoxide Presence- if you have gas heat or water, you should have a carbon monoxide detector installed. Carbon monoxide cannot be smelled. If your carbon monoxide detector sounds, take the following action:

1. If no one is exhibiting symptoms of CO poisoning, then check the detector. If it is a battery operated one, take it outside. If it continues to sound, it is defective (or the battery is low).

2. Otherwise, get everyone outdoors immediately

3. Call 911

4. It is preferred that you leave all windows and doors closed provided everyone has left the apartment. This will allow a more accurate reading of CO levels to be measured when the Fire Department responds. Any open doors or windows may allow CO gases to dissipate before the arrival of the Fire Department.

● Total stoppage of the plumbing drain system= if your plumbing drain system ceases to work, none of your sinks, tubs or toilets will function properly. The stoppage of one toilet or drain when other bathrooms are functional is not an emergency.

● Broken door or lock that makes securing your apartment impossible.

# NOT EMERGENCIES

- No Hot Water in your Apartment- this may be considered an emergency ONLY if there has been no hot water for an extended period of time: days not hours. In the event of no hot water, and it is not during a contractor's normal business hours, we may be unable to repair the problem in as timely a manner as we would like, so we ask for your patience.
- Clogged or Backed Up Toilet- this may be considered an emergency ONLY if there is only one toilet in the unit AND you have made every effort, including plunging, to clear the stoppage yourself. In any case, turn off the valve behind the toilet, shut the lid and clean up any mess.
- Noise Complaints or Security Issues- please contact the Police @ 911. If the problem is not serious enough to involve the Police, you still may wish to make us aware of it, so we can address the issue properly, by leaving a message on your portal.
- Locked Out of Your Apartment, or any problem involving your lock and/or key If you lock yourself out of your apartment, you will need to call a locksmith. Lock-outs are not after hour emergencies.



# HOW TO CONTACT US

833-COBALT6

(833-262-2586)

If there is no answer, it is very important you leave a detailed message. Calls to the emergency number for non-emergencies, e.g.. clogged toilets or drains or anything else that can be handled during normal business hours may incur a \$50 after-hours misuse charge per call. We are compensating someone to be willing to take that late-night call...please be respectful of that.

For the best response when you call the after-hours emergency service, please provide:

- your name
- your address
- your telephone number
- description of the problem.