

EMERGENCY SITUATIONS

FYI



EMERGENCY INFORMATION:

425-508-7412

If you have an emergency situation please call **425-508-7412**.

Leave a message with the following information:

- Your name
- Your address, including city
- The best phone number to reach you at
- A brief description of the problem and any information you think we might need to help you (i.e. whether the water has been turned off)

Note – if this is not an emergency we will respond to you on our next business day.

DEFINITION OF EMERGENCY:

The following ARE emergencies:

-no hot or cold water in the entire home;

-no heat in the entire home;

-no electricity in the entire home; or

-if it is imminently hazardous to life (in which case call 911)

DEFINITION OF SOMETHING THAT IS NOT AN EMERGENCY:

-a broken appliance is not an emergency – kindly email your repair request to

payfirstproperties@frontier.com. We will respond to you on our next business day.

-a broken toilet is not an emergency (unless you only have 1 toilet in your home)– kindly turn off the water supply behind the toilet and email payfirstproperties@frontier.com. We will respond to you on our next business day.

-electrical outlets that trip (even if it happens often) is not an emergency – please reset the breaker and contact us by email

COMMON ISSUES AND EASY FIXES

Electricity: common issues are circuit breakers tripping; simply press the reset button on the electrical outlet or flick the switch on the electrical panel

-for homes with electric wall heaters – there is a reset button inside the panel of the wall heater, simply unscrew the panel and press the reset button

Heat – if your home is heated by gas, and your thermostat stops working; first start by replacing the battery inside the thermostat on the wall. You will need to open up the thermostat to get to it.

Water – if you lose water in the entire home, and it isn't because you did not pay the water bill and service was shut off, then call the emergency number. Note – it is only an emergency if you do not have water in the entire home.

-if one of your toilets or sinks is not working, simply shut off the water supply to this area and email payfirstproperties@frontier.com