

Cornerstone Real Estate Team

685 Citadel Drive East, Suite 325, Colorado Springs, CO 80909

719-243-6400 (Office) 888-268-9061 (Fax)

admin@callcornerstone.com

EMERGENCY CHECKLIST

Emergency Line: 719-243-6400, ext. 3

(PLEASE KEEP HANDY AT ALL TIMES)

1. FIRE

- A. Get everyone out of the house/unit.
- B. Call 911.
- C. Call Cornerstone (719-243-6400, ext. 3) IMMEDIATELY to report.

2. SMELL NATURAL GAS

- A. Get everyone out of the house/unit.
- B. Call your utility company and notify them of the problem.
- C. Call your Property Manager when time permits.

3. FLOODING

- A. Turn off water to the home from the main water shutoff if possible.
- B. Identify where water is coming from. (Water heater; broken pipe under sink; spigot; sprinkler line; ground water; etc.)
- C. If you have a sump pump, is it working?
- D. Will you require water extraction?
- E. Call Cornerstone (719-243-6400, ext. 3) IMMEDIATELY and provide answers to above questions.

4. LEAKING WATER HEATER

- A. Turn off water to water heater IMMEDIATELY.
- B. Clean up water from floor.
- C. Use existing hot water sparingly.
- D. If water can be turned off and maintained, submit a work order (online – link at www.callcornerstone.com) for service.
- E. If water can NOT be turned off, call Cornerstone (719-243-6400, ext. 3) IMMEDIATELY.

5. NO HOT WATER

- A. Check water heater: Is unit warm? Is pilot on?
- B. If pilot is OFF, contact your utility company to relight. (Utility company contact info is in your lease.)
- C. Run other taps to determine if only 1 line is affected.
- D. If you find a leaking pipe, turn water off at that pipe.
- E. If water can be turned off and maintained, submit a work order (online – link at www.callcornerstone.com) for service.
- F. If water can NOT be turned off, call Cornerstone (719-243-6400, ext. 3) IMMEDIATELY.

6. NO HEAT

- A. Is the pilot light on?
 - a. If not, will it stay lit when you try to light it?
 - b. If NO, contact your utility company to relight. (Utility company contact info is in your lease.)
- B. Is the blower working correctly?
 - a. Does the blower come on?
 - b. Does it blow warm air?
- C. If the pilot is on, is the thermostat set properly.
- D. Are the thermostat batteries dead?
- E. Is the filter clean and free of dirt and debris?
- F. Is the door to the furnace itself shut tight?
- G. If your heat runs on electricity (not gas), check the circuit breaker and reset as required.
- H. Can the situation wait until normal office hours?
 - a. If yes, submit a work order (online – link at www.callcornerstone.com) for service.
 - b. If no, call Cornerstone (719-243-6400, ext. 3) to report the issue. Cornerstone Real Estate Team
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7. NO ELECTRICITY

- A. Check the circuit breaker and reset as required.
- B. Reset any GFCI (ground fault circuit interrupter) outlets. (These are typically located in the garage and/or in one of the bathrooms.)
- C. Look at the utility meter: Is it running? Has the bill been paid?
- D. Is there electricity in the neighborhood?
- E. Is the utility department working in the neighborhood? Is any construction going on in the neighborhood?
- F. Call the utility company.

8. SHINGLES BLOWN OFF ROOF

- A. Is the roof leaking? If yes, call Cornerstone (719-243-6400, ext. 3) IMMEDIATELY.
- B. Have numerous shingles been blown off?
- C. Call the office or your Property Manager on the next business day and report it.

9. WINDOW BROKEN OUT

- A. What caused the window to break?
- B. If necessary, call the police. (Provide Cornerstone with a copy of the police report.)
- C. Cover and secure the window.
- D. Call the office or your Property Manager on the next business day and report it.

10. LOCKED OUT OF UNIT

- A. Being locked out of the unit is the TENANT'S responsibility. Tenant should contact locksmith for a lockout service. If locks are changed, tenant must notify property manager.
- B. If door lock or mechanism has failed, call Cornerstone (719-243-6400, ext. 3 after hours). You must report lock failure/door failure for them to dispatch a technician.

11. GARAGE DOOR OPENER (AUTOMATIC) NOT WORKING

- A. Ensure sensors are not blocked and/or are aligned properly.
- B. Is the door off the rails or is a spring broken?
- C. Use the “manual release” in order to manually open/close garage door until it can be repaired.
- D. Call the office or your Property Manager on the next business day and report it.
- E. Inspect breaker box to ensure none are tripped.

12. MAJOR APPLIANCES

- A. Report signs of appliance malfunction through tenant portal.
- B. An appliance vendor will be sent at the next available appointment.