



HFS Property Department  
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Updated May 13, 2019

## ON-CALL EMERGENCY TELEPHONE SCRIPT

When tenants call the after-hours property management emergency line (416-201-6472) it is redirected to a company called AnswerPlus on behalf of Homes First.

**For management to contact Answerplus Info: (416) 503-8888**

AnswerPlus deals with all emergency and non-emergency calls. They dispatch contractors and management whenever necessary.

**Answerplus is to only page the On-Call Manager at 647 455 5900 in the event of emergency 24hrs a Day  
Such as Fire Flood or Death or if you are unable to dispatch a Contractor after calling all the appropriate contractors from the list provided).**

### Call Procedure During Business Hrs.

1. If a Tenant calls between Monday to Friday between the hours of **9:00am and 5:00pm** please instruct them to call Homes First Repair line **416-395-0974**.
2. If you receive a call from staff for a property repair or if you receive a call from AnswerPlus, gather all relevant information and refer to the instructions provided in this binder.
3. If Vital Safety Services or Lanvac Monitoring (**1-888-526-8221**) calls, they will require the Account Code and Password for the appropriate address. Please refer to **Tab #4**.
4. **AnswerPlus is to only contact the On-Call Manager** at 647-455-5900 in the event of an emergency **such as fire, flood, or death**, or if they are unable to dispatch a contractor after calling all the appropriate contractors from the list provided to them. (**Tab #3**)

### All Messages that can be handled the next business day

Always get the tenant's name, address, entry code, and phone number if applicable.

Homes First will only deal with after-hours emergencies which are related to the physical building.

If the tenants call with emergencies which are personal or have to do with neighbours or guests, tell them to contact the relevant public authorities (e.g. police/911).

## Non Emergencies

All Non Emergencies should be directed to the  
Non-Emergency Reporting Line: 416-395-0974

**Fridge/Freezer Not Working** - if it is reported after hours or weekends/statutory holidays, repair will commence during business hours.

**Stove Not Working** - if it is reported after hours or weekends/statutory holidays, repair will commence during business hours.

**Electrical Outlets Not Working** - if it is reported after hours or weekends/statutory holidays, repair will commence during business hours.

**Small Leaks** - if it is reported after hours or weekends/statutory holidays, repair will commence during business hours.

**Garbage System** - if it is reported after hours or weekends/statutory holidays, repair will commence during business hours.

**Enter phone** - if it is reported after hours or weekends/statutory holidays, repair will commence during business hours.

**Plugged sink** - if it is reported after hours or weekends/statutory holidays, repair will commence during business hours.

**Plugged Toilet** - Give tenant non-maintenance repair line # and have them leave a message for the next business day.

**Door/Hardware Inside Apartment Broken:** - if it is reported after hours or weekends/statutory holidays, repair will commence during business hours.

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## Doors and Locks

### Apartment Entrance Door Broken:

Ask for the name, address, apartment number, and entry code and phone number of the caller.

**If the door is broken as a result of a break-in, ensure that the tenant has called the police.** Ask the tenant to record the badge number of the reporting officer. Ask the tenant to describe the damage to the door and tell them to remain in the apartment (or with friend in Building and Leave Phone # if they do not feel safe) to wait for the contractor. **Custom Door and Lock at 416-699-4716**, to repair it, giving the contractor the apartment information. **Custom Door and Lock** will assess the required Repairs and will reply back to on-call Manager

### Apartment Entrances Lock Broken:

Ask for the caller's name, address, apartment number, entry code, and phone number.

Tell the tenant to remain in the apartment or the lobby to wait for the contractor. **Custom Door and Lock at 416-699-4716**, to repair it, giving the contractor the apartment information. **Custom Door and Lock** will assess the required Repairs

### Common Area Doors, Entrances, Offices Etc. To The Building Broken:

Manager on call/Police/Contractor must be called and attend.

### Common Area Locks Or Main Entrances Lock Broken:

Call **Custom Door and Lock at 416-699-4716** to repair lock and to report to manager on call

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### Tenant locked out:

Ask the caller for their name, address, entry code, and phone number if any.

- If a tenant is locked out because they have misplaced their keys inform them that a Homes First Contracted locksmith **Custom Door and Lock (416-699-4716)** can be called. However, the tenant is fully responsible to pay the locksmith when they arrive. **Homes First Society will Not Cover Cost. The cost of this is approximately \$400.00**
- If the tenant agrees Tenant needs to Call custom door and lock and follow instructions provided
- If the tenant does not want the service of the locksmith, suggest that they find a friend to stay with until the next business day when office staff can give them access to their apartment and a new set of keys. Tenant will have to cover costs of new set of keys.

## Electrical

### Hydro Blackouts in Area

Call [Toronto Hydro Emergency Service Information Line \(416-542-8000\)](tel:416-542-8000)

#### No Electricity in apartment:

1. Ask the caller's name, address, and entry code, with phone number.
2. Ask the Tenant do they have any power in the unit.
3. Ask tenant if they have checked their breakers and if not ask them to do so, if applicable. **If breaker not in unit, go to step 5.**
4. If Tenant has no power in unit at all the Electrician needs to be Dispatched: [The Electrical Works \(416-252-0561\)](tel:416-252-0561). Provide caller's name, address, and entry code with phone number
5. Call [The Electrical Works \(416-252-0561\)](tel:416-252-0561). Provide [The Electrical Works on call service technician](tel:416-252-0561) with the caller's name, address, and entry code with phone number. **Keep the on-call Manager informed of out come**
6. **On-call Manager must inform tenant of service outcome and Manage as necessary.**

#### No electricity in common areas

1. Homes First On-call Manager needs to Call [The Electrical Works \(416-252-0561\)](tel:416-252-0561)
2. Homes First On-call Manager needs to Attend site to allow Service technician access to various service Areas

#### Sparks in outlet or ceiling lights:

Ask the caller for name address, entry code, and phone number.

1. Homes First On-call Manager needs to Call [The Electrical Works \(416-252-0561\)](tel:416-252-0561)
2. Homes First On-call Manager needs to Attend site to allow Service technician access to various service Areas

#### Electrical system wet as result of flood:

1. Ask caller for name, address, entry code, and phone number.

Sometimes electrical outlets, ceiling lights, and breaker boxes get wet as a result of flood (usually from an apartment). Tell the tenant to stay away from the affected areas and remain in apartment or lobby to wait for contractor. Call [The Electrical Works \(416-252-0561\)](tel:416-252-0561). Inform them of the situation and ask that a contractor be sent to inspect and dry out affected areas, give them the information.

1. **Keep the on-call Manager informed of out come**
2. **On-call Manager must inform tenant of service outcome and Manage as necessary.**

## Elevator:

### Elevator not working:

Ask the caller to describe the problem. Tell them the situation and that you will call the Elevator company.

Call [Quality Elevators \(905-305-0195\)](tel:905-305-0195)

### Someone stuck in the elevator:

Call [Quality Elevators \(905-305-0195\)](tel:905-305-0195)

## Windows

### Apartment Window Broken:

Ask the caller for their name, address, entry code, and phone number.

Ask the tenant to describe the type of window and Location, and if they Called 911. If it is safe then ask them to wait in their apartment. If they don't feel safe advise them to attend a neighbour's unit until help arrives.

Call [Dart Glass \(416-532-5952\)](tel:416-532-5952)

### Common Area or Office Windows Broken:

Call [Dart Glass \(416-532-5952\)](tel:416-532-5952)

On-call Manager Must Attend the site to ensure safety and privacy of all personal documentation is protected until area is secured and Police must be called.

## Heat

### Loss of heat:

Ask for tenant's name, address, entry code, and phone number.

Call [Westaire \(905-278-8868\)](tel:905-278-8868)

1. Keep the on-call Manager informed of out come

## Hot Water

### Loss of hot water:

Ask for the tenant's name, address, entry code, and phone number.

Call **Westaire (905-278-8868)**

#### 1. **Keep the on-call Manager informed of out come**

If this problem is reported on Sunday through Thursday tell the caller that the staff will take care of this problem the next working day.

If this problem is reported on Friday night, Saturday, or the night before a statutory holiday, advise that on-call staff will look into the problem.

## Fire Equipment

### Fire Equipment and Generator:

The buildings are equipped with a full fire system, which is monitored 24 hours a day, 7 days per week by **Lanvac Monitoring (1-888-526-8221)**. If there is a fire or any trouble with the equipment, the system automatically calls the Fire Monitoring Company.

If a tenant calls in saying that the fire alarm is going off, tell them that the situation is being handled.

### Fire System in "Trouble":

**Lanvac Monitoring (1-888-526-8221)** will contact you to report there is a problem with the fire panel. (Trouble) Zone?

### **Homes First On-call Manager needs to**

Call **Vital Safety Services (905-230-6388) On-call Technician** Explain to them the information provided from **Lanvac Monitoring**.

1. **Homes First On-call Manager will need to be in contact with Vital Safety On-call Technician** of fire panel outcome and will need to attend if the panel cannot be repaired.
2. **Vital Safety On-call Technician** needs to inform **On-call Manager** if the System cannot be restored and Monitoring disabled. Fire Watch must be implemented.



3. **On-call Manager Must Attend Site within 1 hour of confirmation that fire panel is not being monitored and Start Fire Watch Procedures immediately (Fire Watch Forms) located in Binder in Tab 13#**
4. **When starting a Fire Watch you must fill out the Form as stated above on the form every hour on the hour. All locations of the building must be observed and logged on form as this is now a legal and binding Document that needs to be provided to Toronto fire Department.**
5. **The persons performing a fire watch are not permitted to perform any other duties until relief staff or agency staff arrive on site to relief On-call Manager**
6. **Employment agencies to provide fire watch while day staff are not at site:**

Quality Employment	416-514-0111
CSS	416-891-8261
Frontline After Hours	416-579-7054
Frontline Mon-Fri, 9-5	905-629-7052
Dorvict After Hours	416-417-1740
Dorvict Mon-Fri, 9-5	416-661-1740
Unitas	416-782-3166
Adler	416-789-5522
Kinnect	647-465-3553

7. **On-call Manager must provide keys from fire box for all areas of the building (if necessary the On-call Manager can leave an 18 Key. Instruct staff attending on filling out the Fire Watch Log form hourly. Walk Staff Attending through the building so they are aware of all locations**
8. **Completed Form must be put in the Fire Safety Box upon Completion of Shift and On-call Manager must be notified that the forms have been completed and locked in fire box.**
9. **On-call Manager must continue filling shifts until you have received the “all clear” from the Fire Safety Company Technician that the fire panel is being monitored.**

## Plumbing

### Large Leaks:

Ask the caller for their name, address, entry code, and phone number.  
Call **Roto-Rooter (416-503-4444)**.

If Flood has Occurred On-call Manager must attend site to assess damages  
(Take Pictures)

And if necessary Call **Service Master (905-608-8080)** for cleanup

### Small Leaks:

Ask the caller for their name, address, entry code, and phone number.  
Call **Roto-Rooter (416-503-4444)**.

### Plugged Toilets:

Ask the caller for their name, address, entry code and phone number.  
Call **Roto-Rooter (416-503-4444)**.

If the toilet is continuing to fill and overflow tell the caller to turn the shut off valve off. It is located next to the toilet. Tell them to turn it till the water is shut off.

### Plugged Kitchen And Bathroom Sinks:

Ask the caller for their name, address, entry code, and phone number.

**Ask tenant is water overflowing when faucet is off.**

If it is, call **Roto-Rooter (416-503-4444)**.

**Can the sink wait unit next business day? If yes, instruct tenant to call the Non-emergency repair line at 416 395-0974.**