

Emergency Action Procedures

Updated October 2023

Dear Homeowners and Residents,

For many living in a condominium environment it is not often clear whether a problem belongs to the unit owner or the property management firm. Below is a list of some general property information and procedural guidelines for handling certain situations that may arise. While this list is not comprehensive, nor full proof for avoiding emergencies or major inconveniences, it is the Board's hope that providing these procedures may offer some help or guidance when difficult circumstances arise. The Board also encourages residents within a building to have their neighbor's contact information saved in their phone. Additionally, it is recommended that a building group text be used to communicate pertinent information as needed.

Pindell-Wilson Property Management: Main line 919-676-4008 – this line can be used for after-hours emergency calls.

Alex Wilson (Manager): Direct line 919-760-6650 – for use during work hours, M-Th 9a-5p, F 9a-12.

Building door keypad(s) not working: All residents are encouraged to carry a physical key with them in case there is a key pad failure which can happen for a number of reasons. Each building does have a lockbox with a key to the building to be used in the event of a lockout. The code should not be shared with non-residents. Please report the keypad malfunction to Pindell-Wilson. Text your neighbors to inform them of the keypad malfunction.

Driveway gate stuck open/closed: Please do not try to manually open/close the gate as it could cause significant damage to the operating system. Report the issue

to Pindell-Wilson. When the electricity is out, the main gate will automatically stay open. Mid-Atlantic Entry (Raleigh Location) 800-653-6879.

Electrical outage in unit: Homeowner responsibility to contact the electrician of their choice. The Board sent all residents a vendor list for reference.

Electrical outage to building as whole: If the outage is not weather related, report the issue to Pindell-Wilson, notify Board of Directors and fellow residents. The building door keypads will not function with your code when the electricity is out.

Elevator not working: All residents are encouraged to have a cell phone on their person when using the elevator. There is a phone within the cabin but it is always good to have a backup. 911 should be called immediately if you are stuck within the cabin. If the elevator is not recalling, or doors are not opening please, push the call button and notify Pindell-Wilson. Inform your neighbors of the issue. If the elevator is making odd noises, not running smoothly, or exhibits other mechanical issues, please notify Pindell-Wilson. KONE Customer Service 877-276-8691.

Elevator keypad not working: Notify Pindell-Wilson of the issue and notify your neighbors.

Fire in building: There are fire extinguishers located on each floor of the building. 911 should be called immediately and if extinguishing efforts cannot be made, then evacuate the building (do not use elevator) as quickly as possible. Once safely evacuated and emergency services have been notified, please notify Pindell-Wilson and the Board of Directors.

Fire Alarm going off (no fire): There may be situations when a fire alarm is going off however there is no fire present. This can happen during thunderstorms or due to other electrical surges. If you are unable to disarm the alarm (panel is located in the basement) then please call the fire department so they can ensure there is no fire in the building. They will disable any alarms.

Gas leak inside/outside unit: 911 should be called immediately in the event of a gas leak. Leave your building immediately. Sometimes there is a faint smell of

gas in the courtyard between Building 1 and 2 – this is related to an owner’s tankless hot water heater and not cause for concern.

Pedestrian gate keypad not working: Notify Pindell-Wilson of the issue and use building front doors or main gate until resolved.

Suspicious person(s) in building/on property: Safety of residents is the highest priority of the Association and it is important that residents aid in supporting that effort. Please ensure doors and gates are securely closed behind you and report any mechanical issues to Pindell-Wilson immediately. Most contractors on-site will typically wear clothing or drive a vehicle with a company brand or logo present. This is not always the case so if there is someone exhibiting suspicious behavior on site during work hours, please contact Pindell-Wilson as they may be contracted to be there. Contractors should not be present after-hours so if there is a suspicious person on-site please notify the police (911 or police non-emergency number is 918-829-1911).

Water leak within unit/storage room: All residents are expected to know where their individual water line cutoffs are within the unit and their Flologic. Upon finding a leak, the water to the unit should be cut off and homeowner should contact their plumber of choice. Any affected neighbors should be notified immediately. If the leak is emanating from an unknown source (within a wall), please contact Pindell-Wilson immediately and any neighboring unit owner who may be affected – water lines should be cut off to see if leak stops to help identify the source ahead of plumber arriving. In addition to Pindell-Wilson you can contact one of the Board members who have had experience in the process of water leak mitigation.