

Emergency Maintenance Procedures

How emergencies are identified, escalated, documented, and resolved

Owner Note: This guide is designed for property owners using AC Management services and should be posted in the Owner Welcome Hub for quick reference.

What Counts as an Emergency

An emergency is a situation that creates an immediate risk to life, safety, habitability, security, or significant property damage. Emergency issues require fast action and may be handled before full owner approval when delay would create additional risk.

Examples of Emergencies

- Active flooding, burst pipes, or major water intrusion
- Electrical hazards, sparking, burning smell, or exposed live wires
- No heat or cooling when required by law, lease, or health/safety conditions
- Sewer backup or unusable essential plumbing
- Fire, smoke, gas smell, carbon monoxide concern, or structural danger
- Broken exterior lock, door, or window creating a security risk
- Storm, freeze, or disaster-related damage requiring immediate mitigation

Emergency Response Workflow

1. Tenant or staff reports the emergency through ACM's phone line, portal, or maintenance channel.
2. ACM verifies the risk level and collects photos, videos, location details, and access instructions when possible.
3. ACM dispatches an appropriate vendor through our maintenance partner Guardian Maintenance, or instructs the tenant to contact emergency services when necessary.
4. ACM notifies the owner as soon as practical with known facts, estimated impact, and next steps.
5. Mitigation is completed first when needed to stop damage or protect safety.
6. ACM collects invoices, photos, and completion notes for the owner record.

Owner Expectations During Emergencies

- Keep your phone available when ACM/Guardian Maintenance is handling a major emergency.
- Understand that ACM may need to act quickly to reduce damage or satisfy safety obligations.
- Fund requested reserves, deductibles, or owner contributions promptly.
- Do not instruct tenants to wait on emergency conditions unless ACM/Guardian Maintenance confirms it is safe and appropriate.

Tenant Direction

Tenants should be instructed to call 911 or the applicable utility emergency line for life-safety emergencies such as fire, suspected gas leak, active crime, medical emergencies, or immediate danger. ACM/Guardian Maintenance should be notified after emergency services are contacted.

Important: For questions, contact AC Management at 726-213-5360 or visit www.theacmanagement.com. This document is a general owner resource and does not replace your signed property management agreement, lease documents, or applicable law.