Wood Property Management

YOUR PARTNERS IN PROPERTY SUCCESS

EMERGENCY REPAIR PROTOCOL

Rapid Response. Clear Communication. Protecting Your Community.

OUR PRIORITY: SAFETY, PROPERTY & PEACE OF MIND

When an emergency occurs, quick action can prevent injuries, protect property, and reduce costs. This protocol ensures a consistent and effective response.

WHAT IS AN EMERGENCY?

An emergency is any sudden, unexpected event that poses an immediate threat to life, safety, or property and requires prompt attention.

- Major water leaks or flooding
- Sewer backups
- No heat in winter
- Electrical hazards or outages
- Gas leaks or suspected leaks
- Structural damage or collapse
- Elevator entrapment
- Unsafe or unsecured building entry

If you are unsure if it is an emergency, please call and let us help you determine.

DO'S AND DON'TS

DO:

- Act quickly to prevent further damage.
- Contact Wood Property Management immediately.
- Provide accurate and complete information.
- Allow vendors access as needed.
- Report any additional issues you notice.

DON'T:

- Delay reporting the issue.
- Attempt repairs beyond your capabilities.
- Hire your own vendor without authorization (unless it's a life-safety emergency).
- Turn off utilities unless instructed by professionals.

WHAT TO DO: STEP-BY-STEP

1. **ENSURE SAFETY FIRST**
   If anyone is in danger, call 911 immediately.
2. **CONTACT WOOD PROPERTY MANAGEMENT**
   Call our emergency line right away:
   608-716-9924
   We are available 24/7 for emergencies.
3. **PROVIDE CLEAR INFORMATION**
   Be ready to provide:
   - Your name and contact information
   - Property address
   - Description of the issue
   - Any steps taken so far
4. **AUTHORIZATION**
   We will determine the urgency, authorize necessary repairs, and dispatch a qualified vendor.
5. **REPAIR IN PROGRESS**
   The vendor will make the repair and take reasonable steps to prevent further damage.
6. **FOLLOW-UP & DOCUMENTATION**
   We will document the work completed, follow up as needed, and report to the Board as appropriate.

EMERGENCY CONTACT INFORMATION

Wood Property Management
Emergency Line (24/7)

608-716-9924

Email (Non-Emergency)
bwood@woodpropertymgmt.com

Office Hours
Monday – Friday
8:00 AM – 5:00 PM

IMPORTANT:

This line is for emergencies only.

For non-urgent requests, please use email or our regular office line.

VENDOR RESPONSE STANDARDS

RESPONSE TIME
Vendors are expected to respond as quickly as possible based on the severity of the emergency.

QUALIFIED PROFESSIONALS
We use licensed, insured, and experienced vendors who meet our standards.

MINIMIZE DAMAGE
Vendors will take reasonable steps to stabilize the situation and protect the property.

COST CONSIDERATIONS
We focus on necessary and reasonable emergency repairs. All work is documented and reviewed for transparency.

NOTE:

Costs for emergency repairs will be charged to the Association and handled in accordance with governing documents and Wisconsin law.

OUR COMMUNICATION COMMITMENT

We believe clear communication builds trust. During an emergency, we will:

- Keep you informed of next steps.
- Provide updates as they become available.
- Communicate with the Board when needed.
- Follow up after repairs are completed.

Your safety and property are our top priorities.

Thank you for helping us protect our community through quick reporting and clear communication.