

## Central by partners (Skyview Ranch) EMERGENCY CONTACT INFORMATION

Please note all **service calls** are conducted during Partners Development Group's regular business hours of Monday through Thursday 8:00am to 3:00pm and Friday mornings between 8:00am and 12:00pm. Call the Partners' office at 403-982-2088 for a service appointment, email [customercare@partnershomes.ca](mailto:customercare@partnershomes.ca) or fill in the form at: <https://partnershomes.ca/home-care/>

**What is deemed an Emergency? An emergency is defined as the following:**

1. Total loss of heat – **Check with Utility company prior to reporting issues to the Electrical Contractor** - Plumbing Contractor is the best point of contact - **Ocean Mechanical - 587-317-0300**
2. Total loss of electrical – **Check with Utility company prior to reporting issues to the Electrical Contractor**. If issue is not related to your Utility company, Electrician is the best point of contact - **Timbercreek Electric 403-547-3400**
3. Plumbing leak that requires the entire water supply to the home to be shut off – Plumbing Contractor is the best point of contact - **Ocean Mechanical - 587-317-0300**
4. No hot water, or total loss of water – **Check with Utility company prior to reporting issues to the Plumbing Contractor** Plumbing Contractor is the best point of contact - **Ocean Mechanical - 587-317-0300**
5. Total sewage stoppage/back up – Plumbing Contractor is the best point of contact - **Ocean Mechanical - 587-317-0300**
6. Appliance Emergencies – Fridge/Freezer not cooling, Water leaking from an appliance, while in use or after cycle completes. – **Coast Appliances 403-243-8780** – you will need to supply your certificate of possession that Partners had emailed to you and lawyer provided in reporting package. This is only for the first year.
7. Gas leak OR gas smelling odour – ATCO Gas is the best point of contact – **ATCO Emergency - 1-800-511-3447**

Should you experience an emergency as described above, please contact the trades **directly** at their telephone numbers provided above. **If you need support for your emergency, please contact our:**

**Partners' Property Management Emergency Line at: 403-899-2560**

**Please note there could be a service charge by our contractors (after hours or regular week day hours) if the call is deemed not to be an emergency, is not covered under warranty, or is considered homeowners misuse or neglect.**

**You can reach your Interim Board by emailing [PM@partnershomes.ca](mailto:PM@partnershomes.ca) or by calling 403-982-2088 (ext 8).**