

BUILDING EMERGENCY GUIDELINES

DOGWOOD GARDENS

How to Report an Emergency:

During Office Hours: Monday to Friday between 9:00 am and 4:00 pm

Call the Management team on-site at **236-235-0425**

Outside Office Hours and Statutory Holidays

Please Call **1-866-221-2686**

Be sure to give your name, unit number, address, phone number, and a brief description of the problem.

Trades Personnel

Please keep in mind that should only be called by authorized staff. Tenants will be held financially responsible if a trade company is called and responds to a non-emergency situation.

What is an Emergency	What is NOT an Emergency
Major leaks that cannot be contained and will cause damage.	Minor leaks that can be contained by a bucket to catch drips.
Extensive flooding that may be caused by damaged or blocked water pipes or plumbing. There are water shut-off valves under your sinks and beside your toilet.	Toilets and or sinks that are not functioning, or blocked. Please ensure that you have a plunger in your suite.
Parking garage gates are closed and will not open	Parking garage gate is open and will not close.
Broken locks or keyless entry that allows public access to the premises.	Lost or missing suite keys, access fobs or parking remote.
No heat in the entire suite during the heating season.	Power loss in suite - Please check your breakers/electrical panel first and call BC Hydro before contacting staff in your building. BC Hydro: 1-888-POWERON(767-3766) On your cell: *Hydro(49376)

If fire bells are ringing, leave the building immediately.

Tikva Rental Housing Society
Suite 104 – 1177 West Broadway
Vancouver, BC V6H 1G3