

## Cornerstone Real Estate Team

685 Citadel Drive East, Suite 325, Colorado Springs, CO 80909

719-243-6400 (Office)

888-268-9061 (Fax)

[Admin@callcornerstone.com](mailto:Admin@callcornerstone.com)

### EMERGENCY CHECKLIST

(PLEASE KEEP HANDY AT ALL TIMES)

Emergency Line: [719-243-6400, ext. 3](tel:719-243-6400)

#### 1. FIRE

- A. Get everyone out of the house/unit.
- B. Call 911.
- C. Call Cornerstone (719-243-6400, ext. 3) IMMEDIATELY to report.

#### 2. FLOODING

- A. Turn the water off immediately.
- B. Identify where water is coming from. (Water heater; broken pipe under sink; spigot; sprinkler line; ground water; etc.)
- C. If you have a sump pump, is it working?
- D. Will you require water extraction?
- E. Call Cornerstone (719-243-6400, ext. 3) IMMEDIATELY and provide answers to above questions.

#### 3. LEAKING WATER HEATER

- A. Turn off water to water heater IMMEDIATELY.
- B. Clean up water from floor.
- C. Use existing hot water sparingly.
- D. If water can be turned off and maintained, submit a work order (online – link at [www.callcornerstone.com](http://www.callcornerstone.com)) for service.
- E. If water can NOT be turned off, call Cornerstone (719-243-6400, ext. 3) IMMEDIATELY.

#### 4. NO HOT WATER

- A. Check water heater: Is unit warm? Is pilot on?
- B. If pilot is OFF, contact your utility company to relight. (Utility company contact info is in your lease.)
- C. Run other taps to determine if only 1 line is affected.
- D. If you find a leaking pipe, turn water off at that pipe.
- E. If water can be turned off and maintained, submit a work order (online – link at [www.callcornerstone.com](http://www.callcornerstone.com)) for service.
- F. If water can NOT be turned off, call Cornerstone (719-243-6400, ext. 3) IMMEDIATELY.

#### 5. NO HEAT

- A. Is the pilot light on?
  - a. If not, will it stay lit when you try to light it?
  - b. If NO, contact your utility company to relight. (Utility company contact info is in your lease.)
- B. Is the blower working correctly?
  - a. Does the blower come on?
  - b. Does it blow warm air?
- C. If the pilot is on, is the thermostat set properly?
- D. Is the door to the furnace itself shut tight?
- E. Can the situation wait until normal office hours?
  - a. If yes, submit a work order (online – link at [www.callcornerstone.com](http://www.callcornerstone.com)) for service.
  - b. If no, call Cornerstone (719-243-6400, ext. 3) to report the issue.

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### 6. NO ELECTRICITY

- A. Check the circuit breaker and reset as required.
- B. Reset any GFCI (ground fault circuit interrupter) outlets. (These are typically located in the garage and/or in one of the bathrooms.)
- C. Look at the utility meter: Is it running? Has the bill been paid?
- D. Is there electricity in the neighborhood?
- E. Is the utility department working in the neighborhood? Is any construction going on in the neighborhood?
- F. Call the utility company.

### 7. FENCE DOWN

- A. Determine cause of downed fence (wind; vandalism; etc.).
- B. Do you have an animal that needs to be contained within the fence?
- C. Call the office or your Property Manager on the next business day and report it.

### 8. SHINGLES BLOWN OFF ROOF

- A. Is the roof leaking?
  - a. If yes, call Cornerstone (719-243-6400, ext. 3) IMMEDIATELY.
- B. Have numerous shingles been blown off?
- C. Call the office or your Property Manager on the next business day and report it.

### 9. WINDOW BROKEN OUT

- A. What caused the window to break?
- B. If necessary, call the police. (Provide Cornerstone with a copy of the police report.)
- C. Cover and secure the window.
- D. Call the office or your Property Manager on the next business day and report it.