

Emergency After Hours Service

Emergency contact is for true EMERGENCIES ONLY.
If it can wait until regular business hours, it is not an emergency.

An Emergency is an extraordinary occurrence beyond your control requiring immediate action to protect the premises or the tenant. A case of emergency may include the interruption of essential services, including heat, electricity, running water, hot water, sewer and septic system service, or life-threatening events in which there is apprehension of immediate danger to the tenant or others. Examples: fire, burst pipe/flood, gas leak or similar.

If it is an Emergency:

- 1st In case of fire or other life threatening emergencies, call 911.
- 2nd Call the applicable Emergency After Hours Contact Number, located on the Contact Us page of our website, www.TMGnorthwest.com

Not an Emergency: Anything that can wait until regular business hours. Submit a Maintenance Request on the Current Tenant page of our website, www.TMGnorthwest.com. Examples are listed below. Please note that there will be a tenant charge for any service call that is found to be tenant caused. Examples: toy in toilet or garbage disposal.

Smoke Detector is Beeping

- Change batteries if no signs of smoke

Carbon Monoxide Detector is Beeping

- If anyone is feeling ill:
 - Vacate the building immediately and call 911.
 - Do not reenter the home without approval from the fire department.
 - Report it to your manager tomorrow.
- If nobody is feeling ill:
 - Silence the alarm.
 - Turn off all appliances and sources of combustion (furnace/fireplace).
 - Ventilate the building by opening doors and windows.
 - Report it to your manager tomorrow.
 - Follow steps under "If anyone is feeling ill" if the alarm beeps again.

Clogged Toilet

- Use a plunger. Use another toilet in the home.
- If it's still clogged and is your only toilet, call the applicable Emergency After Hours Contact Number.

Clogged Garbage Disposal

- Check for foreign objects in the drain
- Push the reset button on the bottom of the disposal

Locked Out of Unit

- Contact a locksmith and supply your manager with a copy of the new key, if necessary tomorrow.

Noise Complaint

- Call Non-Emergency Police at (360)487-7355 or (503) 823-3333.

Parking Complaint

- Document the make, model and license plate of the vehicle and report it to your manager tomorrow.