



After Hours Emergency Call-out Procedures

The Tenant is responsible to notify Southport of any emergency with respect to their premise.

If the occurrence is outside office hours, the Tenant should leave a message 24/7 on the maintenance line at (204) 428-6037. Please include Tenant name, unit address, date and time called and a contact number with your message.

If immediate attention is required, the Tenant may call the following contractors according to nature of maintenance required:

Note: Tenant is responsible to be available to let the Contractor in. The Tenant may be billed back for work that was not urgent.

EMERGENCY:

Sewer: Sewer backup (if not remedied by plunger attempt)
INGRAM'S PLUMBING & HEATING (204) 267-2792

Heat: Furnace out in winter months
INGRAM'S PLUMBING AND HEATING (204) 267-2792

Alarms: Smoke head going off; units are connected with the other side of duplex. (Tenant to contact adjacent Tenant to see if problem is minor from neighbours side.)
POINT WEST ELECTRIC (204) 856-6823

NON-EMERGENCY: (Leave a message on Southport maintenance line)

Water: Hot water tank leaking (turn off water)

Electrical: Breaker keeps tripping (Flip all breakers off then back on; unplug any extra appliances such as toaster, microwave etc.)

House or Garage Locks/Keys: If Tenants are locked out of unit they can come to office, or after hours can call a locksmith. DC SECURITY (204) 857-5515

Hydro: Call Manitoba Hydro 1-866-624-9376

Call 9-1-1 in the event of a medical emergency
Call Manitoba Hydro if you smell gas 1-866-624-9376