

## After Hours Urgent Call-out Procedures

The Tenant is responsible to notify Southport of any urgent issues with respect to their unit.

If the occurrence is outside office hours, the Tenant should call (204) 428-6037 and follow the phone prompts to be directed to the On Call Facilities Maintenance Technician. If you are leaving a message please include: Tenant name, unit address, date and time called and a contact number with your message.

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

### URGENT ISSUES:

#### PLUMBING

- Sewer: Sewer backup (if not remedied by plunger attempt)
- Water: Hot water tank leaking (turn off water)
- Heat: Furnace out in winter months

#### ELECTRICAL

- Alarms: Smoke alarm going off; units are connected with the other side of duplex. (Tenant to contact adjacent Tenant to see if problem is minor from neighbour's side.)

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### NON-URGENT:

1. An online Service Request system is available to submit maintenance requests for items that are not urgent. NOTE: Tenants must register with the Southport office before being able to use the online system.
2. Go to [www.southport.ca](http://www.southport.ca), click on Living in Southport, click on Current Residents, click on the Maintenance Requests tab and follow the instruction.
3. Tenants can still choose to leave a message at Southport – (204) 428-6037.

**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 the office during regular office hours, or after hours can call a locksmith at their expense: DC SECURITY (204) 857-5515

**Hydro and Gas issues: Call Manitoba Hydro 1-888-624-9376**

**Call 9-1-1 in the event of an emergency**