

## **EMERGENCY PROCEDURES**

We hope that none of our residents ever have to experience an emergency situation. With that said, we have created some guidelines to assist our residents if an emergency should arise.

### **Examples of what would constitute an emergency are:**

A fire – in your unit or out on the property: **Call the FIRE DEPT or 911**

A break in the water lines inside the walls or out on the property: **Call the City of Santa Fe Water Division Emergency Phone Number 505 955-4333 and call the office. If after hours call a plumber.**

A domestic violence situation: **Call 911**

A break-in: **Call 911** if you spot an intruder. **Call Dispatch 505 428-3710** if you come home and find that your unit was broken into.

A prowler: **Call 911** if you spot an intruder. **Call Dispatch 505 428-3710** if the intruder is leaving/ has left the property.

Someone is hurt or injured or being assaulted on the property: **Call 911**

A vehicle accident: **Call 911** if someone is injured. **Call Dispatch 505 428-3710** if no one is injured.

Someone is drowning in the pool: **Call 911 There is a dedicated 911 phone in the laundry room, just pick it up and it connects directly to 911** - there are 2 life preservers beside the pool that you can toss in to anyone in distress in the pool.

A dog or a wild animal is running loose on the property: **Call Animal Control 505 992-1626**

Drug activity, drug trafficking: **Call Drug Tip Hotline 505 428-3737 IMMEDIATELY**

Loud noise coming from another unit or from a party — **Call Chavez Security 505 204-4270 or Call Dispatch 505 428-3710**

*\*We ask that you also contact the office to notify us (anytime) that an emergency call was made so that we can follow up. If you are renting your unit you should always contact the unit owner or their property manager to alert them of the problem.*

In our arid climate, the most important disaster to be on the alert for is fire. If you see anyone shooting off fireworks or attempting to set a fire anywhere on the property, please contact the **Fire Dept 505 955-3700**. If you see anything on the property or in our surrounding area that is smoldering or on fire, contact the Fire Dept immediately. There are two fire extinguishers mounted on the walls beside the BBQ area. Please don't hesitate to use them if this would extinguish a small fire.

### **Examples of what is not an emergency :**

A canale has water pouring off of it — *Submit a maintenance request*

A swamp cooler waterline is dripping— *Submit a maintenance request or call the plumber(afterhours)*

A water heater or a tub or a toilet is leaking— *Contact the resident in the unit with the leak and call a plumber*

A toilet or a sink is stopped up— *Call a plumber*

A plumbing cleanout line is backing up— *Submit a maintenance request and call the plumber*

The pool has become cloudy or filled with debris— *Submit a maintenance request*

A dog is barking and no attempt is being made to quiet the animal — *Call Animal Control 505 992-1626 and Submit a Comment*

### **EMERGENCY NUMBERS**

**CSI Chavez Security, Inc (our Security Co.) 505 204-4270**

**Fire Dept. 505 955-3700**

**Police Dept. Emergency Dial 911**

**Dispatch 505 428-3710**

**Crime Stoppers 505 955-5050**

**Drug Tip Hotline 505 428-3737**

**Animal Control 505 992-1626**

*\*AFTER-HOURS TIERRA de ZIA HOA EMERGENCY CONTACT — BEST OPTION: email [tdzcondooffice@gmail.com](mailto:tdzcondooffice@gmail.com)*

*Office Hours: Monday 10am-5pm; Tuesday 9am-1pm; Wednesday 11am-5pm; Thursday 8:30am-1pm. Monday evenings and Saturdays by appointment.*

REV 7/2/19

**PLEASE SUBMIT ALL MAINTENANCE REQUESTS & COMMENTS ONLINE**