



EMERGENCY AFTER-HOURS EMERGENCY PROCEDURES & PHONE NUMBER

Dear Resident:

We have contracted with an answering service for Emergencies that take place after business hours, which are Mondays through Fridays after 5:00 PM, Saturdays, Sundays & Holidays.

In an effort to make the emergency procedures more efficient and streamline the process, we have designated an AFTER-HOURS EMERGENCY NUMBER for all our residents to use should a real life-threatening emergency arise.

THE NEW AFTER-HOURS EMERGENCY NUMBER IS 866-259-8368

Please refrain from using this number during business hours.

During business hours (Mondays through Fridays from 9AM to 5PM), please call the office at 773-529-7200 and dial 0 for the receptionist or you may email your maintenance request/issue to: reception@horizonrealtygroup.com

In closing, we ask that you limit the emergency calls to “EMERGENCIES” only as defined herein: An emergency is considered one in which life is threatened or damage to the premises is imminent.

1. A leak that is uncontrollable and causing damage to floor, walls, etc... (a leaky faucet can wait until the next business day)
2. An overflowing clogged toilet or tub that is causing damage to floor walls, etc... (Please make sure that if you have a clog that you try to plunge it AND do not flush it again until it is unclogged. Other wise it will overflow.) Please be aware that if we unclog the toilet or drain for you and we find that unnatural items were the cause of the clog, you may be charged for the service call.
3. FIRE! Please also call 911 first!
4. Smell gas! After checking to see if the pilot lights in your stove are lit, you still smell gas...please call Peoples Energy 866-556-6002 or 866-556-6001. We are not responsible for any charges from Peoples Energy.
5. No electricity in the building-this is out of our control. Com Ed is responsible for providing electricity to the building/block. 800-334-7661.
6. No electricity in entire apartment: if you do not have electricity in the entire apartment and do not have a key to the fuse box, this is an emergency! But if you have power in part of the apartment, please report it on the next business day unless your refrigerator is out.
7. Too much steam coming out of radiator: so much that it wetting the walls.
8. **LOCKED-OUT OF APARTMENT.** We are not required to provide locked-out service after business hours unless you are charged for the service. The cost is \$50 per occurrence and is to be paid directly to the engineer providing the service.

PLEASE POST THIS NOTICE IN YOUR APARTMENT FOR YOUR CONVENIENCE.

Thank you for your cooperation!
Horizon Realty Group
Management Team