

**EMERGENCY INSTRUCTIONS FOR TENANTS**

**What to Do in Case of an Emergency in Your Home**

*(Save this For Future Reference)*

**What is an Emergency? What is a Non Emergency?**

An emergency is an unanticipated problem that has the potential to cause great harm to you or your home. Basically, it is a situation that needs quick action or else will develop into a bigger problem. Examples are given below. What is important is to know beforehand what action should be taken when an emergency occurs, in order to prevent any unnecessary stress, inconvenience, property damage, or potentially, loss of life.

**ACTION BY TENANT CAN HELP.** Some emergencies can be remedied quickly by the action of the tenant, while others should be left to the professionals. Usually there is some personal action the tenant can take to minimize the problem; those suggested actions are given below. However, if you are in imminent danger, get away from the problem and contact the proper professional. Below is a guide-chart showing who to call or what to do. For emergencies you may dial one of the numbers below or 911.

<b>PROBLEM</b>	<b>PERSONAL ACTION</b>	<b>FIRST CALL</b>	<b>SECOND CALL</b>	<b>NOTES:</b>
Fire	Douse flames if small, otherwise find safety and security ASAP, call fire department	Fire Dept 911	Property Mgr	
Crime or Disturbance	Secure yourself and property	Police Dept 911	Property Mgr	
Plumbing: drain leak	Put something under leak to catch water, stop using water source	Property Mgr	Property Mgr	
Plumbing: live water leak	Shut-off water at fixture (if possible) or building if not possible	Property Mgr	Plumber	Call plumber only if truly an emergency
Gas leak	Shut-off gas valve	PG&E	Property Mgr	PGE: 800.743.5000
Electrical Problem	Shut-off power (circuit breaker, or fuse-switch)	Property Mgr or PG&E	Property Mgr or PG&E	PGE: 800.743.5000

**SHUTOFFS: KNOW WHERE THE SHUTOFFS ARE.** Every tenant should know how to shut-off a few of the important utilities. If you do not know where these “shut-offs” are, you should discuss this with the Property Manager or the Property Owner. The utility items that typically have shut-off valves or switches are listed here. When you know the location of shut-off, complete the last column:

<b>UTILITY</b>	<b>TYPE OF SHUTOFF</b>	<b>LOCATION OF SHUTOFF (fill in)</b>
Water	Water Main to bldg/water to unit/hot water heater	
Electricity	Main Power to Bldg./Power to Unit/Indiv. Circuit Breaker	
Gas	Shut-off at meter/shut-off to appliance	

***For more information, contact your property manager or landlord!***

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