

# ANTHONY WAYNE BUILDING

## Communications & Emergency Guidelines

Issued October 2016 (Updated Feb. 2023)

### COMMUNICATIONS WITH MANAGER

These Guidelines discuss ways to communicate with the building management (the current contracted property management company being Above & Beyond Community Management), and expectations for response. The building management company is the main point of contact with management of the condo building; “management” or “building management” for purposes of your inquiries includes our Community Manager, Sandra Montes, [sandra@abcmanagement.org](mailto:sandra@abcmanagement.org), and Al Foreman, our Building Superintendent, [awbmaintenance21@yahoo.com](mailto:awbmaintenance21@yahoo.com).

Contact information

Above & Beyond Management, Sandra Montes, [sandra@abcmanagement.org](mailto:sandra@abcmanagement.org), (260) 466-0101

AWB Building Superintendent, Al Foreman, [awbmaintenance21@yahoo.com](mailto:awbmaintenance21@yahoo.com), (260) 760-7845

We start from the premise that there are three types of contacts that may be made to building management.

- **Routine maintenance and information requests**
  - **Emergency or security issues that are not life-threatening**
  - **Emergency that is life-threatening, such as a crime in progress, fire, or medical emergency**
1. **Routine maintenance and information requests.** These should be directed to the management company by phone at Above & Beyond’s office, Monday-Thursday, 9am-5pm and Fridays, 9am-4:30pm. Their office assistant Katie, as well as our Community Manager Sandra, will be able to address your issues directly. You may also email Sandra at any time.
    - Within a business day, you will receive an acknowledgement from the management company and an indication of when you may expect an answer/resolution. Please be aware that the time frame for that answer/resolution will depend on the seriousness and difficulty of the issue and whether the manager/staff can resolve the matter himself or with staff, or needs board input. If it requires a board determination, we ask residents and commercial owners to understand that the board is a group of (unpaid) volunteers who meet periodically—so if the issue is a non-emergency, it may wait until their next meeting.
    - The management company will send a resolution note setting out the answer/resolution within the time frame committed to.

- If the resolution of the issue necessitates a change in policy or information needed by all, the management company will send that in an email to all, or publish it in a supplement to a policy or to the Community Policy Handbook.

## 2. **Emergency or security issues that are not life-threatening.**

- This type of communication should be addressed by email, text, or telephone to the Emergency Plan Manager(s) as set out in the Emergency Action Plan Information document <https://www.abcmmanagement.org/anthony-wayne-building>. You may refer to it for more general information, but the Emergency Plan Managers' contact information is set out above. Although we do not pay for 24-hour coverage (to keep our CAM costs as low as possible), someone will usually receive the call, text, or email quickly and respond accordingly. In addition, Above & Beyond has a 24-hr emergency line you may call at 260-490-2226. We also ask that you email our Community Manager, Sandra, and Building Superintendent and one of them will respond back to you as quick as possible depending on the severity of the issue. Typical emergency but not life-threatening issues include a loss of utilities, burst pipe, lobby doors not shutting properly, a severe storm that affects the building or an owner's unit, elevator problems, or concern that someone is trespassing. (Please note that a trespassing could instead be life-threatening. You must determine which it is exercising your reasonable judgment. Someone appearing out of place but not threatening may not be an emergency that is life-threatening.)
- To the extent that any of these issues affects more than the reporting owner, we do our best to communicate awareness of the issue to everyone as soon as possible.
- **Please Note Well: There are some outage issues that may arise from problems with just your condominium mechanics, while others arise because the mechanicals are connected to the building mechanicals. So, before calling your individual repairperson, we strongly suggest that you contact Building Management. As an example, your heat may be out because the heating and cooling tower is malfunctioning. Calling your repairperson would be useless in this case and leave you with a repair bill. Contacting Building Maintenance first will enable the staff to determine if it is a building issue first, and a building-wide note will go out with that information and timeframe for repair. If it is just an individual owner's issue, that owner may then contact his/her/its repairperson.**
- The management company will send a resolution note setting out the answer/resolution within a reasonable time after the emergency is resolved.
- If the resolution of the issue necessitates a change in policy or information needed by all, the management company will send that in an email to all or publish it in a supplement to a policy or to the Community Policy Handbook.

### Individual situations

Power outage. We have had one power outage in nine years. If that occurs, please contact the Building Management immediately. You should know that in those cases:

The elevators do not work.

The water does not work.

Of course, electricity does not work.

Problems that will arise include:

Access to your condos without elevator service. You will have to walk up the stairway. Entrance will be gained by [FILL IN HOW THEY FIND THE PERSON TO GET THEM INTO THE STAIRWAY AND HOW THAT PERSON HAS A KEY. ALSO, WHO WILL GO UP THE ENTIRE STAIRWAY TO UNLOCK THE DOORS? Also, how do the stairway lights work now? How long do they stay on? if we're going to find a way to light the stairways, we could designate just one of the staircases the one to be lit for a long time.]

Being stuck in the elevator. [FILL IN WHAT TO DO IF YOU'RE STUCK IN THE ELEVATOR—I HOPE THAT THE PHONES THERE STILL WORK.]

[NOTE TO BOARD: Issues from the recent outage that also remain to be resolved include:

- Is there a way to give everyone a key to the fire escape without worrying about the fact that the doors don't automatically lock after they've used the key? Can the locks be reconfigured to automatically re-lock after use? What about the entrance to the staircase—does it use the same key?
- Do we want to investigate generator for a (so far) once-a-decade event? What does a generator do? Could it keep the water on? Elevators going? Or just minimal functions like lighting and water?

Water Leak. If you should experience a water leak that cannot be shut off from within your condo, please see the Water Shut-off Policy on our AWB policies page: <https://www.abcmanagement.org/anthony-wayne-building> We encourage you to know ahead of time where your whole-condo and whole-floor water shut-off are. They are marked as described in the Water Shut-off Policy. Then please contact Building Management and Building Superintendent. After investigation, Building Management will determine the responsibility for the leak. Any leaks in pipes before or after they leave the main building pipes and if they service only an individual Owner's unit are the responsibility of the individual Owner. Building Management can help you find a vendor, however.

HVAC not working. Again, please first contact Building Management to determine if it is a building or individual unit issue. If a building issue, Building Management will determine a fix and let everyone in the building know. If not, Building Management can they help you find a vendor, unless you already have one.

### 3. **Emergency that is life-threatening.**

- These could include a crime in progress, fire, or medical emergency or a trespass with threatening behavior. You should call 911 and then, only if you have time, contact the Emergency Plan Manager(s) and/or the Community Manager, as above. You should first deal

with your safety and the safety of others, however. Once the life-threatening aspect of the incident is dealt with by the proper authorities, management will follow up as appropriate.

- The management company will send a resolution note setting out the answer/resolution within a reasonable time after the emergency is resolved.
- If the resolution of the issue necessitates a change in policy or information needed by all, the management company will send that in an email to all or publish it in a supplement to a policy or to the Community Policy Handbook.