

Seaside Retreat Emergency and After-Hours Procedures

Please follow these procedures before contacting a Board member.

Elevator Not Working

1. Contact AIM Management immediately. Our current **CAM (Community Association Manager) is Michael Austin. The best way to contact him is through email: michael.austin@omnihotels.com.** Michael will take action as soon as possible. You may also call the front office of AIM Management. **904-277-5122.**
2. If the issue occurs after normal business hours, call the AIM after-hours emergency number. **904-441-5617.** Repairs may not occur until the next business morning.
3. The CAM will attempt to reset the elevator when he arrives if possible.
4. If the elevator cannot be reset, AIM will contact the elevator contractor for service.
5. Depending on the time of day, repairs may not occur until the next business morning.

Do not call individual Board members before contacting AIM.

Fire Alarm Sounding

1. Treat every alarm as a potential emergency.
2. If the alarm is sounding building-wide, evacuate if necessary and allow emergency responders to investigate.
3. The Fire Department is typically dispatched automatically within a few minutes and will respond to the property.
4. Once the Fire Department determines there is no active fire, the system will be silenced.
5. If a detector or sensor is malfunctioning, the Association's fire alarm contractor (Dynafire) will be contacted to inspect and replace the defective device.
6. If Dynafire determines that a fire alarm component or sensor is defective and a replacement part must be ordered, the repair may take several days or, in some cases, a few weeks to complete. During this period, residents may notice a flashing indicator light or hear an intermittent alarm sounding from the entry foyer panel. This condition will typically be limited to the entry foyer and does **not** indicate that the entire building fire alarm system is in alarm. Residents should not be alarmed, as the issue will have been identified and a repair scheduled. The Association will work with Dynafire to complete the repair as quickly as possible.

Do not attempt to disable or silence the alarm yourself.

Garage Door Not Working

1. Contact AIM Management by email, **michael.austin@omnihotels.com.**
 2. If after hours, contact the after-hours emergency number. (Again, after hours the door may remain inoperable until the next day).
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Water Leaks, Broken Pipes, or Flooding

1. If possible, stop the source of the water.
 2. Contact AIM Management immediately.
 3. If after hours and significant damage is occurring, contact the AIM after-hours emergency number.
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Power Outages

1. Determine whether the outage is limited to your unit or affects the entire building.
 2. Check breakers within your unit.
 3. Report building-wide outages to AIM.
 4. Contact the utility provider if appropriate.
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Non-Urgent Maintenance Issues

Examples include:

- Landscape concerns (other than a broken sprinkler head*)
- Lighting issues
- Housekeeping concerns
- Rule violations
- General maintenance requests

Please email AIM Management and *copy* the Board President and Vice-President.

* If this involves a broken sprinkler head, sending a picture and a location is most helpful at expediting the repair.

When to Contact the Board President or Board Vice-President

Neither the Board President nor the Board Vice-President should be the first call for routine maintenance issues, contractor issues, elevator outages, fire alarms, gate problems, or after-hours emergencies.

Please contact the Board President or Board Vice-President only when:

- AIM has been contacted and is unresponsive.
- There is a significant issue requiring Board attention.
- The matter involves governance, policy, or Association business rather than maintenance.