EAG ELLIS
—PROPERTY GROUP—

ELLIS PROPERTY GROUP LLC
MANAGE. PROTECT. GROW.

EMERGENCY
RESPONSE GUIDE

Emergencies can happen at any time. A clear plan and quick response help protect your property, minimize damage, and keep tenants safe.

IMMEDIATE ACTIONS

- [ ] Ensure everyone's safety – call 911 if needed
- [ ] Assess the situation and stop the source of the problem if safe
- [ ] Notify tenants and provide clear instructions
- [ ] Document the issue with photos and detailed notes
- [ ] Contact emergency service professionals as needed
- [ ] Protect the property from further damage
- [ ] Keep tenants informed of updates and next steps

COMMON EMERGENCIES & FIRST STEPS

WATER LEAK / FLOOD
Shut off main water supply if possible.
Contact plumber immediately.

FIRE / SMOKE
Evacuate if needed and call 911.
Notify fire department and tenants.

HEATING FAILURE (WINTER)
Check thermostat and breakers.
Contact HVAC technician immediately.

POWER OUTAGE
Check circuit breakers and report outage to utility company. Use flashlights only.

SECURITY CONCERN
Do not enter if unsafe. Contact police and notify tenants.

SEVERE WEATHER
Monitor alerts. Check drains and secure loose exterior items.

IMPORTANT CONTACTS

24/7 EMERGENCY _____

POLICE (NON-EMERGENCY) _____

FIRE DEPARTMENT _____

WATER UTILITY _____

GAS UTILITY _____

ELECTRIC UTILITY _____

HVAC VENDOR _____

PLUMBING VENDOR _____

ELECTRICAL VENDOR _____

RESTORATION COMPANY _____

LOCKSMITH _____

OWNER NOTES

_____

VENDOR USED

_____

DATE COMPLETED

_____

PRO TIP

Keep this guide with your property records and share key information with trusted team members. Preparedness today leads to faster response and better outcomes.

PROTECT YOUR INVESTMENT | REDUCE COSTLY REPAIRS | MAXIMIZE PROPERTY VALUE

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SYSTEMS. ACCOUNTABILITY. RESULTS.