

**The Rental Source**  
**“What to do in the event of an EMERGENCY”**



**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; suggestions 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>
Fire	Douse flames if small, otherwise find safety and security ASAP	Fire Dept 911	Property Mgr
Crime or Disturbance	Secure yourself and property	Police Dept 911	Property Mgr
Suspect Gas Leak	Shut-off* gas valve if possible, leave premises	PG&E: 800.743.5000	Property Mgr
CO Alarm Sounds	Vacate premises	PG&E: 800.743.5000	Property Mgr
Plumbing/ Drain leak	Put something under leak to catch water, stop using water	Property Manager	Property Mgr
Plumbing: Live water leak	Shut-off* water at fixture (if possible) or building if not possible	Property Manager	Plumber (call plumber only if a true emergency)
Electrical Problem	Shut-off* power (circuit breaker, or fuse-switch)	Property Mgr or PG&E: 800.743.5000	Property Mgr

\*Please contact property manager or maintenance for location/access info on shut-offs

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**For more information, contact your property manager or landlord!**  
**TRS Property Manager: Damon Fanucchi 415-606-9036**