

THE HEART ATTACK DEFIBRILLATOR IS MOUNTED ON THE WALL IN THE STAIRWELL OFF THE LOBBY ON THE GROUND FLOOR

GRANDE NORTH AT SANTA FE

- ALARM EVENT PROCEDURES
- ZONED EVACUATION
- MOBILITY IMPAIRED EVACUATION
- FULL EVACUATION
- EARTHQUAKE PROCEDURES
- POWER BLACKOUT PROCEDURES
- HUMAN EMERGENCIES
- IN UNIT WATER EMERGENCIES
- EMERGENCY PHONE NUMBERS

HIGH RISE RESIDENT EMERGENCY PROCEDURES MANUAL

A GRANDE NORTH FIRST RESPONDER COMMITTEE PUBLICATION
April 9, 2018



Contents

FIRST RESPONDER COMMITTEE	3
First Responder Cart	3
KNOWLEDGE IS CRITICAL TO YOUR SAFETY	3
High Rise Procedure History	3
GRANDE NORTH EMERGENCY PROCEDURES	4
ALARM EVENTS	4
ZONED ALARM EVENTS AND ZONED ALARM PROCEDURES.....	5
WHY ZONED ALARMS?.....	5
ONLY YOU KNOW FOR CERTAIN WHETHER TO EVACUATE	5
PHYSICALLY IMPAIRED EVACUATION.....	5
FULL EVACUATION	6
WHERE TO GO.....	6
UNABLE TO LEAVE YOUR UNIT.....	6
NO FLOOR CAPTAINS – BE A GOOD SAMARITAN NEIGHBOR	6
EMERGENCIES CAUSED BY HUMANS.....	8
SUSPICIOUS ACTIVITY	8
EARTHQUAKE PROCEDURES	9
IN AN ELEVATOR DURING AN EARTHQUAKE	9
EVACUATE OR NOT?.....	9
BUILDING BLACK OUT PROCEDURES	11
IN-UNIT EMERGENCIES	13
EMERGENCY TELEPHONE NUMBER	16

FIRST RESPONDER COMMITTEE:

The Grande North First Responder Committee is pleased to provide this Emergency Procedures Manual. The Grande North was the first high rise residential community in San Diego to have its own volunteer First Responder Committee to assist staff and residents during building emergencies, especially after-hour emergencies when management and engineering staff are not on duty.

The resident volunteers who serve on the First Responder Committee are trained in all of the major mechanical systems operating within the building and are able to turn-off systems when called for in a building emergency. Additionally, the First Responders assist the Fire and Police Department when they arrive on-scene with information, location and access keys to all of the major operating systems within the building.

First Responder Cart: The First Responder Committee has an **emergency response cart** to assist homeowners in mitigating in-unit water emergencies including a **step ladder, water vacuum, mops, large water containers, basic tools and rubber gloves.**

If you need First Responder assistance call the front desk and they will coordinate contacting an available first responder to assist you.

KNOWLEDGE IS CRITICAL TO YOUR SAFETY IN A HIGH RISE EMERGENCY

In high rise living, fire is one of the most common risks to the building, property and life safety. In order to minimize the risk and impact of fire, the Board of Directors, our Management Company and qualified Fire Equipment Service Companies have since inception deployed a strategic inspection and maintenance plan is performed on a quarterly basis. The standard employed at the Grande North exceeds current code requirements which call for annual inspections. You have most likely experienced the audible testing and warning notices you receive each quarter. This is the fire safety inspection plan in action. However, no matter how good our safety plan is it is only 50% of what is required to assure the safety of your family, property and pets. ***Your knowledge of what to do in a building emergency is the other half of the safety equation.*** The purpose of this Manual is to educate you on how our safety systems work and provide you the knowledge and procedures that are recommended under various emergency circumstances.

GRANDE NORTH EMERGENCY EVACUATION PROCEDURES

ALARM EVENTS:

If an **Alarm Event** were detected on any floor within the Grande North, our automated safety system will react and perform a number of procedures automatically.

- An **Alarm Event** can be triggered by **(a) smoke, (b) fire, (c) a fire system water flow event, (d) the malfunction of a safety system sensor device, or (e) a live manual voice override command from our Staff or a Fire or Police Official.**

- In the event of an **Alarm Event** at the Grande North the following will occur;
 - All of the **elevator lobby fire doors, on each floor**, will automatically close **even if there is no emergency event on that floor. The doors will not be able to be propped open until the system has been reset by our building engineer or the fire department as the doors are held open by an electro-magnet. If you are in the elevator lobby when the doors close, you can open them to get out.**
 - The **elevator cars** will go to the ground floor, meaning that the emergency stair wells are your only means of exiting the building. **The stair wells are pressurized to minimize the smoke entering the stair well during a fire emergency. ALWAYS EXIT DOWN THE STAIRS AS THERE IS NO ROOF TOP ACCESS OR ESCAPE. THE ROOF IS LOCKED AND CANNOT BE OPENED BY A RESIDENT!**
 - The System will automatically sound and play a pre-recorded announcement regarding the event. **ONLY the ceiling speakers on the "Impacted Floor(s)" (both in your unit and the common area halls of the impacted floor(s)) will sound the announcement. The alarm will not sound on the non-impacted floors.**
 - In addition to the **Impacted Floors**, the System will simultaneously sound the alarm in
 - (a) **both emergency stair wells**, (b) **the elevator cabs**, and (c) **the front lobby area.**
 - The common area HVAC System vents on all floors will close and the emergency stair wells will pressurize to try to minimize the smoke entering
 - The emergency stair wells will begin to pressurize to keep smoke out of the stairwells.

- An **IMPACTED FLOOR** is a floor where the sensor(s) on that floor have detected an alarm event (smoke, fire, fire sprinkler, or system malfunction) **CONTRARY TO OUR PREVIOUS UNDERSTANDING THE ALARM DOES NOT SOUND ONE FLOOR ABOVE AND ONE FLOOR BELOW THE IMPACTED FLOOR(S).**
- **For Example:** If a smoke detector went off on the **20th floor**, the system would announce, through the ceiling speakers, on **the 20th floor**, the **stairwells, the lobby** and the **elevators ONLY. NOT EVERYONE IN THE BUILDING WILL HEAR THE ALARM EVENT ANNOUNCEMENT.** You may still hear ambient noise drifting from the announcement coming from the stairwells or the elevator shaft, however, if you do not hear the announcement coming directly out of the speakers on your floor's common area or your in-unit ceiling speakers, ***the Alarm Event, for the moment does not impact you.***
- ***This is a specific and special alarming procedure designed by fire safety experts to minimize injury, improve fire-fighting capabilities and minimize damage through a process known as ZONED EVACUATION, which has an objective of only evacuating those that are in harms way.***

ZONED ALARM EVENTS AND ZONED EVACUATION:

The Grande North fire detection system uses a **Zoned Alarm** to facilitate a **Zoned Evacuation Method**. **Zoned alarm provides control to the evacuation process by allowing those occupants closest to the detected danger (THE IMPACTED FLOOR(S)) to move to safety first.** If the situation escalates, the alarm system will respond appropriately by increasing the numbers of Impacted Floors as alarm events occur on each floor. **If more than 5 floors have triggered Alarm Events, an entire building evacuation message will be heard by all residents on all floors and you should evacuate accordingly. If you hear a mechanical recorded message, follow the instructions of the recording. If you hear a live voice, the live voice instructions override the mechanical recorded instructions.**

WHY ZONED EVACUATION?

There is normally no immediate need to evacuate more people than are directly threatened. If every person were to evacuate at the same time, stairwell pressurization could be lost when all stairwell doors are open at the same time. Evacuating all floors at once may create serious backups in the stairwells that could cause frustration, panic and injuries, as well as impede firefighters using the stairwells to go up the building to fight the fire.

In a 39 floor building like the Grande North, the recommended instructions for a zoned alarm evacuation are to have the impacted residents evacuate their floors first, using the emergency stairwells, **ALWAYS GOING DOWN. IF THE STAIRWELL IS IMPASSIBLE FOR ANY REASON, USE THE ALTERNATE STAIRWELL. NEVER GO UP TO THE ROOF. THE DOOR IS ALWAYS LOCKED** **AND THERE IS NO MEANS OF ESCAPE ON THE ROOF.** (Fire and smoke rises from heat; getting trapped in the 39th floor stair well is not an option). **If you are not on your floor and you are seeking an alternate stairwell, do not enter any floor where you can hear the audible alarm or announcement sounding to get to the alternative stairwell, as you could be walking into smoke or fire on that floor.)**

ONLY YOU KNOW FOR CERTAIN WHETHER TO EVACUATE:

Cooperating with evacuation procedures is highly recommended, however, only you will know for certain whether you are in imminent danger. If you feel a need to evacuate you should do so, but understand how that may impact your safety and the emergency response personnel and equipment using the stairways. **If you do not hear the alarm on your floor, you are probably safest inside your unit, unless told otherwise, by a manual voice announcement by staff, fire or police officials, or a full general alarm evacuation is announced on all floors.** Before you leave, check the front door for heat and check for smoke and fire through your front door peep hole. **IF THERE IS NOTICEABLE HEAT, FIRE OR SMOKE AT YOUR DOORWAY, DO NOT OPEN YOUR FRONT DOOR. CALL 911 IMMEDIATELY TELL THEM YOUR UNIT NUMBER AND THAT YOU ARE TRAPPED BY HEAT OR SMOKE. DO NOT WASTE TIME CALLING THE FRONT DESK.**

PHYSICALLY IMPAIRED EVACUATION:

Physically Impaired Evacuation: It is very physically challenging, especially for senior citizens, to walk down the stair wells under emergency conditions, use the **4 Floor Method** to make your evacuation process easier. Go down four floors. If that floor does not have an alarm sounding enter the floor and seek assistance from a neighbor or wait on that floor for help to arrive. Once you have regained your strength, go down another four floors until you reach the ground floor if you feel you are physically capable of doing so.

- **Register at The Front Desk for Physically Impaired Emergency Assistance:** If you need assistance evacuating your unit because of mobility issues, **you should register at the front desk.** A roster of residents who need assistance is **kept at the front desk and mounted on the wall in the fire control command center room in the lobby.** This process immediately notifies the Fire Department which residents must be helped first, depending on their proximity to the Alarm Event floor.

FULL BUILDING EVACUATION: Two Situations

Situation One: If our fire alarm system has active alarm conditions on 5 or more floors, the system will announce **a full building evacuation** where all residents will hear the evacuation announcement both in their units and in the common area hallways. If you hear the announcement you should evacuate as instructed. **Situation Two:** You hear a live human voice telling you to evacuate, via the speakers in the ceiling of your unit or the common area hallways, all residents who hear the announcement should follow the evacuation instructions of the live voice.

WHERE TO GO

Under any evacuation conditions, Grande North residents should go **to the parking lot on the south side of The Grande South (corner of Pacific Highway and Broadway)** so that a management staff member or First Responder Committee Member can get the identification and a head count of all residents who exited the building safely. **Report to Staff or First Responders the condition on your floor as you left. This information will help the fire department. DO NOT CONGREGATE IN THE FRONT CIRCLE AREA. FALLING GLASS AND DEBRIS IS THE BIGGEST RISK IN A HIGH RISE EVACUATION. GO TO THE PARKING LOT ON THE SOUTH SIDE OF THE GRANDE SOUTH South (corner of Pacific Highway and Broadway) AWAY FROM THE FRONT OR SIDE OF THE BUILDING.**

UNABLE TO LEAVE YOUR UNIT

Grande North residents unable to exit their units or use exit stairwells because of physical limitations or obstructions, are best advised to (a) immediately call 911, (b) stay in your unit with the door securely shut. **If the fire is in your unit, you should leave the unit**, shutting the door behind you and either go to a neighbor's unit or **wait on the stairwell landing**.

If you hear the alarm, and the fire is not in your unit, you should close as many doors as possible in your unit. Closed doors will slow down the spread of smoke and flames. Place towels or pillows at the bottom of your front door and the door of the room you are in, to fill any space that smoke may come through. **Sit as close as possible to the floor where the air is coolest and fresher** and wait for further assistance. **Don't break windows**, this could allow smoke from outside the building to enter. Placing something colored and noticeable in the window or from your balcony will help notify the Fire Department of your location. If smoke begins to enter the unit, call 911 from the phone and report the situation to the dispatcher. If you are forced out to your balcony area, your biggest risk may be exploding glass. Take heavy blankets or jackets with you to cover yourself and stay down low.

NO FLOOR CAPTAINS – BE A GOOD SAMARITAN NEIGHBOR

The Grande North has not been successful securing enough volunteer Floor Captains. Before evacuating your floor, you should attempt to assist and accompany any elderly or physically impaired

residents that reside on your floor. Good Samaritan volunteers in emergency situations are protected from liability by statute.

EMERGENCY STAIRWELLS EXIT DIRECTLY OUTSIDE

Emergency Stairwell Exits – The Grande North has two emergency exit stairwells, identified by lighted EXIT signs, entered into through self-closing, fire-rated doors. ***Both of the stairwells will exit to the outside of the building, however, once you reach the ground floor you must follow the Exit Signs to reach the outside doorway. The exit pathway does have a number of twists and turns.***

EMERGENCIES CAUSED BY HUMAN ACTIVITY

The circumstances of violence in a high rise can vary and may include robbery-associated violence; violence by disgruntled residents, violence by onsite staff, and violence caused by building guests, visitors and vendors.

A planned response to incidents of violence in the building should be a part of every building's emergency procedures. Whether these incidents are random or related to situations of domestic violence, appropriate communications related to response and safe resolution are necessary to protect the intended target and the rest of the residents and staff from further disruption.

Security personnel, receptionists, management staff and housekeeping employees are not allowed to intervene in any way with violent events. They are to observe, report and seek immediate assistance from the Police by calling 911.

Step 1: If you observe or hear any violent or suspicious activity call 911 first.

Step 2: Inform the front desk that you have called 911 and describe what you observed. Calling the front desk is extremely important especially if the event occurred in any of the common areas or around the exterior of the building, the Grande North has a number of strategically placed security cameras, including in each of the elevators and parking garage elevator lobby areas. We have the ability to retrieve the video and save it for future evidence. This information erases itself over a relatively short period of time, therefore prompt reporting is very important to preserving the evidence.

Step 3: Move people away from the scene as quickly as possible.

Step 4: Stay calm and **DO NOT ENGAGE THE PERPETRATOR OR CALL ATTENTION TO YOURSELF**

Step 5: Immediately write down a description of the perpetrator (age, height, clothing, marks, race, gender)

SUSPICIOUS ACTIVITY

Residents are an integral part of our security procedures at the Grande North. **ALWAYS REPORT SUSPICIOUS ACTIVITY TO THE FRONT DESK.** If you see suspicious activity, please report it immediately. Suspicious activity includes:

- Nonconforming vehicles that follow you into the parking garage
- Nonconforming vehicles circling through the parking levels
- Nonconforming people following you through any building entrance without a fob in their hands
- Any unfamiliar person roaming on your floor or turning door knobs
- Any person knocking on your front door that you do not recognize through the security viewer
- Any person riding the elevators without a fob or a floor call button activated
- Any person appearing to be under the influence of drugs or alcohol anywhere on the property
- Any person you observe violating or not conforming to HOA rules and procedures

EARTHQUAKE PROCEDURES

The greatest risk in a high rise during an earthquake event is trying to leave the building during an earthquake because of objects falling on residents.

- The decision to leave the building during an earthquake is dangerous due to the **risk of injury from falling debris, collapsing walls and broken glass.**
- Residents should seek cover under sturdy desks or tables for the duration of the shaking. **Interior rooms without windows** are safest locations.
- If you are inside when the shaking starts you should stay inside and wait until the shaking stops. **Be prepared for aftershocks.**
- **Do not lean against any glass windows** after an earthquake as they could become dislodged

- If you are outside the building stay outside and move as far away from the building as possible due to falling glass risk during and after the earthquake.

IN AN ELEVATOR DURING AN EARTHQUAKE

- The elevators have earthquake sensors that will only allow the elevator to go up one additional floor, the elevator doors open, the elevator shuts down and is inoperable until inspected and professionally reset. If you are in an elevator car when the earthquake begins you will have the ability to get out at the next floor as the earthquake sensors engage.

EARTHQUAKE EVACUATION:

- The decision to evacuate the building or not should depend upon the severity of damage to the building. Most high rises have been constructed to withstand the shaking, making them a relatively safe place to be during an earthquake. The building management will announce an evacuation order if one is deemed necessary based upon input from the fire control room and physical inspection of the building.
- Residents should evacuate using the stairs and move quickly away from the building to prevent injury from falling debris, and other hazards.

INSPECT YOUR UNIT BEFORE YOU LEAVE:

Do Not Use Matches or Lights. You should inspect your unit for water leaks, smoke, fire and natural gas odors before you exit your unit. If you observe smoke/fire or smell odors call 911 immediately and then notify the front desk

PARKING GARAGE TSUNAMI RISK:

DO NOT GO INTO THE PARKING GARAGE IF THERE ARE TSUNAMI WARNINGS. IF THE WATER SURGE WERE TO CROSS PACIFIC HIGHWAY, THE UNDERGROUND GARAGE COULD BE SUBJECT TO IMMEDIATE FLOODING THROUGHOUT THE ENTIRE GARAGE, FLOOR TO CEILING. ENTERING THE GARAGE DURING TSUNAMI CONDITIONS COULD BE FATAL.

POWER BLACKOUT PROCEDURES

LOSS OF POWER TO THE BUILDING AND LOSS OF POWER WITHIN THE BUILDING:

There are a number of reasons why the building could be without electrical power from both internal and external causes. Loss of power from an external cause is often beyond the control of our building engineers and electrical service vendors. Internal power loss should be, but may not necessarily be, for shorter periods of time depending on the parts, equipment and access necessary to make repairs. **Regardless, all residents need to be prepared for power blackouts, and they will occur for durations lasting from several hours to several days or weeks, depending on the cause.** Power outages may also be associated with other building emergencies such as fires, weather events or earthquakes.

NECESSARY ITEMS FOR A POWER OUTAGE: BE PREPARED BLACKOUTS ARE GUARANTEED TO OCCUR

1. Portable AM Radio with extra batteries.
2. Flashlights with extra batteries.
3. Drinking water.
4. A mechanical hand crank and/or solar charger for cell phone communications.
5. Battery operated lanterns (to avoid using candles)
6. A place to stay away from the building if evacuation is necessary.

WHAT YOU WON'T HAVE DURING A POWER OUTAGE:

NO POWER IN YOUR UNIT: The Grande North has an emergency generator. The generator is designed to provide only **LIMITED ELECTRICAL SERVICE AND IS NOT DESIGNED TO MAINTAIN POWER IN RESIDENTIAL UNITS.** The generator can only take a limited load and it has approximately 24 hours of fuel supply. **YOU WILL NOT HAVE ANY POWER IN YOUR UNIT.** Power should be available in the parking garage, hallways, and emergency stairwells and in the lobby area only.

NO WATER: The generator **DOES NOT** operate the domestic water booster pumps during power emergencies, therefore, **you will not have any hot or cold water in your unit, and toilets will not refill once you flush them.** You must keep a one week supply of drinking water on hand. **DO NOT**

TURN ON THE WATER TAPS IN YOUR UNIT. THE WATER IN THE PIPES MAY BE OUR ONLY SUPPLY OF PURE DRINKING WATER FOR SOME TIME. You should be prepared to survive 72 hours on your own with no government assistance.

NO ELEVATORS (MAYBE): The generator is designed to operate only one elevator **TO ASSIST IN THE EVACUATION OF RESIDENTS.** Under power emergency conditions, the elevators should not be used for routine trips you would normally take in the elevators under nonemergency conditions. If the power is going to be out for more than a day **YOU SHOULD MAKE OTHER ARRANGEMENTS TO STAY ELSEWHERE UNTIL THE POWER IS RESTORED. IF THE GENERATOR RUNS OUT OF FUEL THERE WILL BE NO ELEVATORS.** Refueling services may not be reliable in an area wide blackout situation. Therefore you should plan to be limited to stairwell access to and from your unit. **If you are not physically able to climb stairs you need to seek alternate accommodations until power is restored.**

NO PHONE, TV OR INTERNET CONNECTION: Any communication devices that rely upon electrical power will not work, including telephones and battery chargers.

INCREASED FIRE HAZARD:

During power blackouts, more residents will use candles, balcony BBQ grills and leave doors and windows open for ventilation. This combination increases fire risk in the building and should be avoided if at all possible. Use of candles and BBQ's in a windy environment is hazardous.

DOS AND DON'TS DURING A POWER BLACKOUT:

It is very important that you follow the prescribed recommendation below during a power blackout.

- a. **Leave the Building:** If at all possible, leave the building and stay with someone who has power, running water and communications.
- b. **Don't Open Your Refrigerator/Freezer Door:** Keeping your refrigerator and freezer doors closed will help preserve your food for a longer period of time. If you must do so, open and close the door as quickly as possible. The refrigerator compartment will be the most sensitive to cold air loss.
- c. **No Laundry, Showers, Bathtubs, Dishwashers or Flushing:** Whatever water we do have in the pipes of the building before the power failure **MUST be preserved for drinking water.** In an area wide blackout, potable drinking water may not be available from the City of San Diego if their equipment is down. **ONE GALLON PER PERSON PER DAY IS RECOMMENDED.**

- d. **Do Not Use Candles:** You will inevitably be opening doors and windows for ventilation as there will be no A/C or fans operating in your unit. Cross-breeze drafts and wind can cause candles to catch items on fire.
- e. **Avoid Cooking on your balcony:** If at all possible, avoid cooking on your balcony. If you must, notify the front desk and your neighbors above so that they do not think there is a fire.
- f. **Do Not Use the Elevators:** You should only use the elevators sparingly and not at all if possible. All non-essential elevators trips should be avoided as this uses extra electricity which consumes more generator fuel. Elevators are powered to help you evacuate the building in a power blackout, not for routine use.
- g. **Don't Use the Trash Chutes:** The trash compactor will not be operable during a power blackout. Do not put anything in the Trash Chute or it will cause a serious backup in the system.
- h. **Make Arrangements for Assistance if You Are Physically Handicapped:** We maintain a list of all residents who need physical evacuation assistance at the front desk and posted on the fire control panel in the fire control room. Be certain to register in advance with management if you need assistance leaving the building.
- i. **Correct Telephone Numbers:** If the front desk needs to reach you in an emergency your home phone may not work therefore you should make certain that the front desk has your cell phone number in the resident database.

IN-UNIT EMERGENCY PROCEDURES

TOILET OVERFLOW

If you see the water in the bowl rising toward the rim,

- a. Immediately remove the lid to the water tank at the back of the toilet,
- b. Stick your hand in the water reservoir and push down the Rubber Flap that is floating above the water hole. That will stop the water from rising any further.
- c. Plunge to remove the debris causing the back up.

IN-UNIT EMERGENCY WATER SHUT OFF

- d. Every unit has its own hot and cold water shut off valves. ***You need to locate these now so that you know what to do when a water emergency occurs.***

- e. These valves are located in one of your closet ceilings. Find and **OPEN** the **ACCESS DOOR** in the ceiling and **PULL THE VALVE HANDLES 90 DEGREES** so that it is perpendicular to the pipe. **THERE ARE TWO LEVERS, PULL BOTH HANDLES AS YOU MAY NOT KNOW IF THE LEAK IS ON THE HOT OR COLD WATER SIDE.**
- f. **YOU WILL NEED A STEP LADDER TO REACH THE SHUT OFF VALVE. YOUR STEP LADDER SHOULD BE STORED IN THE SAME CLOSET WHERE THE SHUT OF VALVES ARE LOCATED. YOU WILL ALSO NEED A REGULAR SCREW DRIVER TO TURN THE LATCH HOLDING THE ACCESS DOOR CLOSED. WITHOUT THESE ITEMS PREPARED AND AVAILABLE IN ADVANCE, YOU WILL NOT BE ABLE TO SHUT OFF YOUR WATER.**

WATER LEAKS FROM APPLIANCES

Water leaks can occur from the dishwasher, washer/dryer or refrigerator ice maker or water filter.

- g. **DISHWASHER PUMP LEAK** – Go immediately to your electrical panel and turn off the breaker switch marked dishwasher. If the pump motor has no electricity it cannot pump out the water.
- h. **DISHWASHER HOSE LEAK** – Go to your water shut off valves in the ceiling and turn them off to stop the supply of water going to the dishwasher.
- i. **WASHING MACHINE PUMP OR TUB LEAK** – Go immediately to your electrical panel and turn off the breaker switch marked Washer/Dryer. If the machine has no electricity the pump will stop. Then turn off the hot and water taps on the wall next to the machine.
- j. **WASHING MACHINE HOSE LEAK** – Immediately turn off both the hot and cold water taps on the side wall of your laundry closet. The knobs are next to where the drain hose enters the wall unit.

GAS LEAK FROM STOVE TOP

- k. Open the cabinet door next to the your cook top unit and turn the yellow handle on the gas supply line 90 degrees so shut off valve is perpendicular to the gas line.

NOTIFY MANAGEMENT IMMEDIATELY TO MINIMIZE THE DAMAGE AND LIABILITY

There is a high degree of probability that if you have a water leak in your unit that the water will get into your drywall, under your hardwood or stone flooring, and seep downward into other units below you. **THE FASTER EVERYONE CAN REACT, THE BETTER THE OPPORTUNITY WE HAVE TO HELP YOU MITIGATE DAMAGE. WHEN YOU HAVE A WATER LEAK IMMEDIATELY CALL THE FRONT**

DESK. THE FIRST RESPONDER CART CAN BE BROUGHT TO YOU UNIT TO HELP VACUUM AND CONTAIN THE DAMAGE.

CAUSES OF IN-UNIT WATER DAMAGE - THINGS YOU NEED TO PAY ATTENTION TO

- l. Failure to annually inspect and replace defective washing machine water supply hoses**
- m. Failure to replace leaking washers where washing machine hoses connect to the taps**
- n. Failure to annually inspect dishwasher water supply line**
- o. Overfilling of washing machines with heavy loads**
- p. Operating your washing machine while not inside your unit**
- q. Over tightening and cracking the connector nut under the toilet tank when replacing the float cartridge.**
- r. Failure to look under your cabinets every six months looking for moisture**
- s. Failure to replace the water filter on your refrigerator when yellow notification light is lit.**
- t. Putting Fat, Oil or Grease in your kitchen sink drain which will cause it to fail and back up**
- u. Putting Q-tips, dental floss, diapers, paper towels, feminine products, or rags in your toilet**
- v. Failure to replace leaking shower heads or faucets**
- w. Failure to cooperate with Association inspection of in-unit HVAC hoses, connections and washers**

EMERGENCY TELEPHONE NUMBERS

EMERGENCY RESPONDERS	EMERGENCY NUMBER	NON-EMERGENCY NUMBER
FIRE DEPARTMENT/PARAMEDICS	9-1-1	619-533-4300
SAN DIEGO POLICE DEPARTMENT	9-1-1	619-531-2000
POISON CONTROL	619-543-6000 or 800-222-1222	
UTILITIES	TELEPHONE NUMBER	
SAN DIEGO GAS AND ELECTRIC	800-411-7343	
SAN DIEGO WATER AND SEWER	619-446-5000	
GRANDE NORTH STAFF	EMERGENCY TELEPHONE NUMBER	
GRANDE NORTH FRONT DESK	619-238-8117	
ACTION PROPERTY MANAGEMENT	800-400-2284	
OUTSIDE SERVICES	TELEPHONE NUMBER	
RESCOM BUILDING SERVICES	760-407-0250	
SECURITAS SECURITY	619-641-0049	
SIEMENS (FIRE SYSTEM)	888-693-8711	
OTIS ELEVATOR	858-560-5881	
APEX WATER DAMAGE REMEDIATION	619-255-3022	
HOA EMERGENCY PLUMBER- XYG PLUMBING SERVICES	619-271-2916	

Please note: The telephone numbers listed are for an emergency situation only. Please contact the lobby desk first at 619-238-8117. It is likely that they are already in contact with the appropriate parties listed above.