

Emergency Procedures Policy

OPERATIONS

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VERSION

1.0

EFFECTIVE

2026

REVIEWED

2026

POLICY

Barkan is required to respond appropriately to emergency calls. Calls after business hours passed on by the answering service should be responded to within 15 minutes. Onsite staff should respond to emergency calls immediately during regular work hours.

Procedure

business hours. The answering service is given a list of what items are considered emergencies and what items can wait until the next business day (this may be property specific and). When appropriate, the answering service will contact the manager(s) on call. The on-call manager should follow the procedures below:

Emergency Call Process (with site staff)

1. Calls are taken by the designated on-call staff. Each property should have its own emergency call tree.
2. Staff should refer to the appropriate contact or vendor as listed on the property information sheet.
3. The situation must be immediately evaluated to determine the extent of the damage. If possible, an in-person visit is best practice.
4. In the event of a catastrophic loss, a trained professional should be on the property as quickly as possible. This includes but is not limited to the Portfolio Manager, fire department, utility company, service contractor, and police.
5. In a catastrophic event, notify the Portfolio Manager in charge of the property. If the Portfolio Manager cannot be reached it is required to reach one essential personnel. This would include:
 - a. Regional Director or Vice President
 - b. Senior Barkan personnel – President or CEO
6. Notify the Board President or ownership as appropriate.
7. When possible, communicate with the affected residents or the entire community (as appropriate) via email/text/phone if those options are available. If not, consider posting signs in central locations.



Emergency Call Process (no onsite staff)

1. Calls are taken by an answering service.
2. All emergency or questionable emergency calls are forwarded immediately to the on-call Manager. If the on-call Manager cannot be contacted, the answering service is to notify the back-up Manager.
3. The Manager should refer to the property's Contact Sheet or Vendor list for direction.
4. The situation must be immediately evaluated to determine the extent of the damage. If possible, an in-person visit is best practice.
5. In the event of a catastrophic loss, a trained professional should be on the property as quickly as possible. This includes but is not limited to the fire department, utility company, service contractor, Facilities Director and police.
6. Contact Emergency Professionals (Contractor, Police, Fire Dept., Utility Company, etc.) as needed.
7. In a catastrophic event, notify the Portfolio Manager in charge of the Property. If the Portfolio Manager cannot be reached it is required to reach one essential personnel. This would include:
 - a. Regional Director or Vice President
 - b. Senior Barkan personnel – President or CEO
8. Notify the Board President or ownership as appropriate.
9. When possible, communicate with the affected residents or the entire community (as appropriate) via email/text/phone if those options are available. If not, consider posting signs in central locations.
10. Refer to your Property's governing documents and policies.

Emergency Items

Items that may be considered an emergency, and must be attended to immediately, include but are not limited to:

1. Fire Related
 - a. Fire, smoke, burning odor
 2. Utility Related
 3. Gas odors or pilot lights out
 4. Widespread Electrical failure (common areas, multiple units, etc.)
 5. No heat or air conditioning when temperatures are extreme. Water Related
 1. Main line water leaks or broken pipes
 2. Sewer stoppages of any type
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3. Drain backups
 4. Flooding, overflows, or leaks through ceilings
 5. No hot water or inadequate hot water
 6. No working toilet – overflowing or creating damage (in a single toilet unit)
 7. No working refrigerator
 8. Trash chute blockage Weather Related
 1. Structural Damage due to extreme weather events Elevator Related
 1. People trapped in an elevator
 2. Mechanical malfunctions (refer to the property's contact sheet for instructions)
Security/Safety Related
 1. Break-ins or similar situations affecting the property's security
 2. Broken windows and doors
 3. Access control system malfunction
 4. Lock-outs or inoperable locks (refer to the property's contact sheet for instructions)

Notification

1. When possible, communicate with the affected residents or the entire community, as appropriate, via email/text/phone if those options are available. If not, consider posting signs in central locations.
2. Be sure to communicate with the resident.
3. Refer to the Insurance claim policy and send appropriate notifications

Disaster Procedures In a disaster situation the property's Portfolio Manager should be contacted immediately. The property's Portfolio Manager will:

1. Determine if a restoration company and services are needed.
2. Notify their supervisor
3. Ensure that the insurance company has been called, and an incident report has been written.
4. If residents are displaced, notify the Red Cross for immediate relief and assistance.
5. Update and report to the Supervisor as quickly as possible to discuss a recovery plan.