



EMERGENCY & NON-EMERGENCY GUIDELINES

We are pleased to provide our residents with 24 Hour Emergency Service. We believe that if you know what to expect from us, then you will be better prepared to deal with an unexpected event. Please keep these instructions handy for easy reference. Thank you.

How to Contact Us

In the case of a true emergency please call The Sugar Beach Resort at 231-938-0100, the property is staffed 24/7/365. Please read through this document to prepare yourself with our helpful guidelines.

For the best response when you call about the emergency, please provide the staff with:

- Your name
- Your address including apartment number
- Your telephone number
- A description of the problem

EMERGENCY SITUATIONS:

NO HEAT:

This is only an emergency in extreme cold weather in wintertime and when the heater is not working due to mechanical malfunction. If your gas or electric are shut off due to non-payment of your bill, please call your electric or gas provider to see if there is an outage, Cherryland Electric 231-486-9200 and/or DTE 800-477-4747.

NO ELECTRICITY:

Electrical outage may be considered an emergency **ONLY** if there is no electricity throughout the unit **AND:**

- You have called Cherryland Electric 231-486-9200 AND they are not at fault
- You have checked all circuit breakers by flipping them hard to the OFF position and then hard to the ON position (Panel is located in the hallway).
- You have reset any and all GFI breakers (these are the little buttons found on outlets in the bathrooms, kitchens, laundry room and garages).

Partial outages do not constitute an emergency. If a wall switch or outlet begins to smoke or smells like it is burning **CALL 911**, then turn off the switch, un-plug items from the outlet and turn off the circuit breaker. Then report the problem via email as a maintenance request at apartments@labellemgt.com

GAS LEAK:

Please contact DTE from a phone NOT located inside the apartment. Sparks from phones, even a cell phone can ignite gas. Natural gas has the unmistakable odor of rotten eggs. If you suspect the furnace is leaking gas, call DTE right away at 800-477-4747

FLOOD:

Call us immediately at 231-938-0100 if there is risk of damage to possessions or the property and you cannot contain the leak yourself. If leak is caused by a broken pipe, and you can locate it, turn off the water to that pipe or to the exterior water main until a contractor arrives. Do everything within your power to try and contain any leaks/flooding. If necessary contact other residents that may be affected.

FIRE:

CALL 911 FIRST. Then if you are not able to extinguish it with a fire extinguisher (located in your lobby). Always call 231-938-0100 to report this once you are in a safe location.

NON-EMERGENCY SITUATIONS:

No Hot Water:

This may be considered an emergency **ONLY** if there has been no hot water for an extended period of time: days not hours. In the event of no hot water, and it is not during a contractor's normal business hours, we may be unable to repair the problem in as timely a manner as we would like, so be resourceful in the meantime. Please report the problem via email at apartments@labellemgt.com

Clogged or Backed Up Toilet:

This may be considered an emergency **ONLY** if there is only one toilet in the unit AND you have made every effort, including plunging, to clear the stoppage yourself. In any case, turn off the valve behind the toilet, shut the lid and clean up any mess- due to health issues our staff will generally not begin work until area is cleaned up and essentially free of bacterial contaminants. Please report the problem via email at apartments@labellemgt.com

Noise Complaints or Security Issues:

Please contact 911. If the problem is serious enough to involve the Police, you will still want to make us aware of the situation so we can address it properly. Please report the problem via email at apartments@labellemgt.com

Air Conditioning:

Failure of the AC system is NOT an emergency. Please report the problem via email at apartments@labellemgt.com

Locked Out or Any Key Problems:

If you lock yourself out of your apartment, you will need to obtain the back up key from the Sugar Beach Resort, 1773 North US-31 N Traverse City, MI 49686. You will be required to provide your valid photo ID with your current address to verify your identity. This spare key must be returned to the office within 90 minutes, or a \$100.00 key charge will be assessed.

THE LOCK MAY NOT BE CHANGED.

Missed Appointments, Neglect and Unnecessary Service Calls:

The TENANT is responsible for the payment of any invoice for which a repair was made for damage, etc., caused by their misuse or neglect. The TENANT is also responsible for the payment of any service call charged by a contractor for:

- A missed appointment
- For not providing access to the unit when requested

- For not leaving any keyless bolting device unlocked and/or not following other instructions resulting in the contractor not being able to gain access to the property
- In the event that there is a pet that the contractor feels is threatening in any way, all pets must be contained or removed during this time.
- For other reasons that are clearly the fault of, and/or are under the control of the TENANT that do not allow the contractor to complete necessary work.

TENANTS may cancel an appointment with a contractor no less than 90 minutes before the scheduled time. To cancel please call the office during regular hours and speak with a member on the management team.

Thank you,

Justin Mortier

Operating Partner