

EFFECTIVE JANUARY 1ST, 2018

NEW After-hours **EMERGENCY ONLY** contact information.

- The after-hours **EMERGENCY ONLY** number assigned to the Colony of Edina by New Concepts Management will be **952-930-5153**.
- All **EMERGENCY ONLY** calls received between the hours of 3:30 p.m. and 7:30 a.m. Monday through Friday, all day Saturday, Sunday, and holidays, will be considered after-hours emergencies calls.
- All residents calling the after-hours **EMERGENCY ONLY LINE** time frame, will be connected to a live person with the after-hours emergency service who will greet the caller with “Hello my name is _____ with New Concepts Management, how may I assist you?”
- The types of calls that will be responded to will be as follows:
 - ⊖ No heat-(**only townhome laundry rooms, Gallery hallways, party room**) Owners are responsible for their own heat.
 - No water
 - No hot water
 - Continual water intrusion into the home or building
 - No electricity
 - Life threatening situations the caller will be asked to hang up and dial 911 – Life threatening situations include someone needing immediate medical attention, fire, or police.
 - All other matters that **are not** an emergency can be called into the Colony office and a message can be left. It will be returned during normal business hours.
- Residents calling the after-hours number for non-emergencies will trigger a \$25 nuisance fee being charged to the owner. New Concepts will supply the owners name for billing. This fee will be charged back by the association to the resident’s account.
- If the resident calls and maintenance is dispatched to the property for any reason, the only automatic fee triggered will be an \$85 an hour (1-hour minimum) charge for showing up, and billed to owner. **If another contractor such as a plumber or electrician needs to be called, their cost for labor and materials will be added to the above fee.** If the emergency is averted, the Colony will be made aware and complete whatever is needed the next business day.
- New Concepts will always strive to do the best in ascertaining whether a maintenance issue is an association or homeowner matter. However, at times, this will be impossible to know until someone is out at the property to review the situation. If the situation is the responsibility of the homeowner, the cost will be billed to the homeowner.

The Colony at Edina