

EXHIBIT A

EMERGENCY CALL DEFINITIONS AND ESCALATION GUIDE

The following guide shall be used by the Contractor when classifying, prioritizing, and dispatching maintenance-related calls. Ventura Housing reserves the right to modify these classifications during the term of the contract.

EMERGENCY CALLS (Immediate Dispatch Required)

The Contractor shall immediately dispatch the on call technician for the following conditions:

- Gas leak
- Flooding or active rain leaks
- Main sewer line blockage or backup
- Sink or tub drain blockage in multi story buildings that may affect other units
- Toilet blockage when the unit has only one toilet
- Electrical short, arcing, sparking, or complete electrical outage
- Smoke alarm sounding continuously and cannot be silenced
- Refrigerator not functioning on weekends or holidays
- Broken window, exterior door, or lock that compromises unit or building security
- Resident lockout
- Building fire alarm activation
- Welfare or well being check when requested by law enforcement or emergency responders
- Break in requiring boarding up or securing of the unit
- Fire or fire related emergency
- Elevator outage (Contact approved elevator contractor)
- Water heater or boiler leak
- Water heater outage on weekends or holidays
- Heating outage during periods designated by Ventura Housing

URGENT CALLS (Respond Required Withing 24 Hours)

The following conditions shall be documented and entered as work orders but generally do not require immediate dispatch unless otherwise directed by Ventura Housing:

- Smoke alarm chirping, missing, or not functioning
- Range or stove not functioning
- Lock changes



MAIN OFFICE

805.648.5008 (English/Español)
995 Riverside Street | Ventura, CA 93001

SECTION 8

805.647.5990 (English/Español)
11122 Snapdragon Street, #100 | Ventura, CA 93004

TDD/TDY

English 800.735.2929
Español 800.855.3000

- Sink, toilet, or tub blockage that does not create an immediate emergency
- Minor plumbing leaks
- Toilet not functioning when alternate toilet facilities are available
- Partial electrical outage
- GFCI outlet not functioning or requiring reset
- Damaged outlet or exposed wiring that does not present an immediate hazard
- Water heater not functioning
- Missing or damaged water heater or heater vent
- No gas service to the unit
- Pest infestations, including roaches, mice, and ants
- Mold related complaints

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