



## Ellaway Property Services, Inc.

### Emergency and Alarm Resolution *Policy and Procedures* (revised) September 2005

Ellaway Property Services, Inc. is available to our Connection Program clients 24 hours, every day. We take most seriously our responsibility to be responsive and to manage any emergency we encounter in the most professional way and according to the client's personal directives.

***Should you set off the fire alarm or intrusion alarm in error, please do not use the phone for several minutes allowing the monitoring company to call you and confirm the source of the alarm.***

#### Low Temperature:

Ellaway Property Services responds immediately to low temperature alarms. Calls are made to the fuel and service vendors before we leave for the home. ***Ellaway staff returns to the house as often as necessary during the project until the house reaches 60 degrees when the keypad can be cleared (and the intrusion alarm reset if there is one).***

#### Fire:

Ellaway Property Services insists that the Fire Dept is immediately dispatched and we respond immediately as well. Should you set off the fire alarm by mistake, please do not use the phone for several minutes allowing the monitoring company to call you. ***Occasionally an alarm occurs in error; we highly recommend that you send a donation to the local fire department if ever you have an alarm – their response is valiant and it is good to appreciate that in the form of a donation. We hope you agree.***

#### Intrusion:

Unfortunately, intrusion alarms are usually false - caused by sensitive motion detectors. The Vermont State Police rarely respond; the Woodstock Village and Hartford police generally do visit the property at the time and walk around the perimeter. Ellaway Property Services goes to the property the next business day to assess the property for damage or loss. At that time, we also contact the owners. ***Under no circumstances does Ellaway staff go to a property at the time of the intrusion alarm.***

Response to a page or to an alarm is billable – the invoiced amount depends upon the time of day and extent of the emergency (including whether the alarm can be resolved by phone or requires a trip to the house). The minimum charge for emergency response during office hours is \$50 and the minimum after hours charge is \$100.