



## What is an Emergency

Here at The Highlander Group, Inc. we strive to provide you with the highest level of customer service in the industry. Our after-hours emergency phone is no exception. Unlike many others, our emergency phone is answered by **Highlander Group Staff**. This makes a difference to you because you are not bounced around by a robot or call center trying to get to what you need when dealing with a possibly stressful situation. Our staff not only has knowledge of your community but also immediate access to our database of approved contractors to help you get your emergency resolved as quickly and safely as possible.

Now that you know we are here for you day and night, it is important to understand what constitutes an emergency. Not all communities are alike. Each one has different items that are association responsibility, it is your job as a co-owner to know what those items are. Below is a list of things that constitute an emergency call.

- Burst Pipe
- Water Flowing into Unit - Source Unknown
- Plumbing Emergency (If maintained by Association)
- Fire (Always get to a safe area and call 911 first)
- Structural Damage to Unit
- No Heat (If maintained by Association)
- Smell of Gas in your Home (Get to a safe area outside of your unit) and then call:
  - Consumers Energy 1-800-477-5050 or
  - DTE 1-800-947-5000
- Garage Door Issues (If maintained by the Association)
- Main Entrance Door Issues (If maintained by Association)
- Fallen Tree Blocking Driveway or Road
- Elevator or Entry Gate Issues
- Snow (If ENTIRE community has been cleared and you were MISSED)

Before making an emergency call ask yourself this important question; Does waiting till the next business day cause further harm to my unit or a unit around me? If the answer is **YES** call the Emergency #, if the answer is **NO** – please contact our office during normal business hours and we will be happy to help you.

### **Highlander Group Office**

248-681-7883

Phones Answered

M-F 9:00am-4:30pm

### **Highlander Emergency Phone**

248-225-7191

Phone Answered

After Hours and Sat/Sun