
Emergency Management Guidelines

JoGip Property Company believes that all emergencies should be handled with care and the proper diligence. Years of experience has yielded our comprehensive Emergency Management guidelines (EMG). Below you will find our EMG spelled out.

Emergency Line: 972-293-5575 ext. **4**

When to use this line? After hours and weekend emergencies ONLY.

For the following emergencies; please contact **9-1-1**:

- Fire
- Medical
- Home Burglary

The following is our most common emergencies

- A/C not cooling properly
- Heating not heating properly
- Toilet stopped up
- Toilet over flowing
- Lost keys
- Garage Malfunction

Emergency Plan of Action

- Call emergency Line
- No response in 2 hours; **ACT**

A- Assessment of the problem

C- Call a licensed professional & pay them for service rendered

T- Turn in original receipt to office within 48 hours

***Note:** Always take precaution to protect life and loss of personal property

Reimbursement Policy:

Original receipts are required for reimbursement. Receipt should be submitted to our corporate office within 48 hours of the incident.

Receipt should include the following:

- Should reflect that invoice was paid
- Correct FULL address
- Description of work performed
- The amount of repair should not exceed \$250.00
- Contact name & number of service provider

Once paid receipt is received; it will be reviewed by management for reimbursement. ALL reimbursement will be in the form of a credit to tenants account less deductible amount reflected in tenant's lease agreement. Some repairs will not be reimbursed such as lock smith charges, plumbing charges that includes removal of foreign items in the line and any repairs caused by tenant negligence.