The Property Management on Call Report System provides recreation center staff with the ability to contact Property Management Repair Personnel by way of a cellular telephone or pager to report emergencies and request assistance. This system is for those issues that fall under Property Management (water leaks, loss of power, loss of water pressure, sewer backups etc) that cannot wait until the next normally scheduled workday.

**This system is to be used for property management emergencies only. All other emergencies should be reported to your Department Head**.

During normal office hours (Monday-Friday, 7:00 a.m.-5:00 p.m.), contact the Recreation Commission Office for all emergencies at 754-7275. If the emergency is of a Property Management nature ask to speak with someone in the Property Management Department.

**During non-office, hours use the Property Management on call cell phone for assistance.**

**(On Call Cell Number: 1-803-606-3699)**

1. Provide as much information as possible to on call staff.

2. If you do not receive an answer leave a detailed message, hang up and keep the line open

for a return call. If you do not receive a return call in 15 minutes proceed to step #3.

3. In the event you do not reach the on call staff employee follow the “pager use instructions” below to contact Property Management by pager.

**Pager use instructions**:

1. Dial the Maintenance Emergency Number: 540-4299.

2. After the tone, enter your park telephone number slowly with a touch-tone telephone.

3. After entering your park number, hang up the phone.

4. Keep the phone line open so that Property Management Division personnel can return your call as soon as possible.

5. If you have not received a call from the Property Management Division in 15 minutes, repeat the above procedure.

6. If you still have not received a call from the Property Management Division in 30 minutes, again repeat the above procedure.

7. If you have not received a call from the Property Management Division in 45 minutes, use the Property Management personnel cell phone list and to contact a staff member. Begin by calling the Director of Construction, Property Management Department Head, etc.

8. Should your emergency be of a nature so severe that you do not feel you can wait up to 45 minutes for a response, proceed to use the cell phone list and contact a Property Management Division employee immediately.