



Enriching Lives & Connecting Communities

Property Management On-Call Report System

Property Management
Policy No. 12090

Revision Date: November 18, 2013
Last Revised: January 24, 2010

Policy Statement

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 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 Division Head.

During normal office hours (Monday-Friday, 7:00 a.m.-5:00 p.m.), contact the Recreation Commission Office for all emergencies at 741-7272. If the emergency is of a Property Management nature, ask to speak with someone in the Property Management Division.

**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. In the event you do not reach the on call staff employee follow the "pager use instructions" below to contact Property Management by pager.
3. Keep the phone line open so that Property Management Division personnel can return your call as soon as possible.
4. If you have not received a call from the Property Management Division in 15 minutes, repeat the above procedure.
5. If you have not received a call from the Property Management Division in 30 minutes, use the Property Management personnel cell phone list and contact a staff member. Begin by calling the Director of Support Services, Property Management Division Head, etc.

6. Should your emergency be of a nature so severe that you do not feel you can wait up to 30 minutes for a response, proceed to use the cell phone list and contact a Property Management Division employee immediately.

Attention Part Time Center Staff: If you question whether or not your situation is a true emergency, contact the Center Director or Assistant Center Director for instructions prior to using the Property Management Report System.

ADOPTED BY RICHLAND COUNTY RECREATION COMMISSION BOARD

BOARD MEETING DATE: November 18, 2013
(Date Approved)

APPROVED: J. Marie Green
J. Marie Green, Chair

For more information about this policy, contact the Executive Department.