

## Importance of Emergency Contact Listings and Procedures

Emergencies rarely happen on a schedule, in fact they more often than not happen at the most “inconvenient” time. You might have been hearing advertisements about the insurance company that calls the consumer to let them know about an upcoming calamity that is going to happen to them...wouldn't that be nice!

That is why it is important that you have clear procedures posted on who should be called in “case of emergency”. Your process for this should assume that everyone that should know how to handle a problem, the house manager, house director, chapter officers, are not around or reachable. What resources are available to the average member so they would know what to do?

Time is of the essence in many “routine emergencies” to minimize damage. Say a pipe is leaking, getting water shut off in a few minutes vs. an hour can make a huge difference in the amount of damaged caused. And we want a great member experience, so if the heat, AC or hot water heater stops working we want to have a speedy resolution so that we are serving our members well.

We recommend that you post an emergency contact sheet in many locations throughout the house so that all members have easy access to the information. The 1848 Housing Committee has a sample emergency contact form available for all House Corporations that can be [found here](#).

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Steve Bocher  
Chairman, 1848 Housing

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