

# Being a Successful Tenant

## Dealing with Emergencies

From time to time, you may have to deal with an emergency in your rental unit. **It's important to recognize the difference between an emergency and a situation that needs to be addressed, but is not an emergency.**

**Some examples of emergencies when you need to contact your landlord right away:**

- Any electrical problem, especially if there are sparks or fire.
- Any plumbing or water issue.
- Your front door or windows are broken and cannot be locked or secured.

**Some examples of urgent but non-emergency situations:**

- The dishwasher in your unit is not working properly.
- Your kitchen faucet is leaky.

In these types of situations, the landlord does not need to respond right away, but should respond in a reasonable amount of time.

**In some situations, it *may* be more appropriate to call the police first and then contact the landlord.**

- You see signs of illegal drug use in a neighboring unit.
- Your neighbors have loud music or other noise and it is escalating and getting out of hand.

## When to Call 911:

Calling 911 should be used only by people experiencing emergency situations. "Emergency Situations" are life-threatening or serious occurrences that necessitate the immediate aid of a police officer, fire fighter or medical personnel.

- **Call 911 if you or another person needs an ambulance and/or emergency medical assistance.** Emergency medical assistance is needed for people who are injured, such as in a car crash or who have a serious medical condition. A person who is unconscious or unresponsive, uncontrollably bleeding, having a hard time breathing or having chest pain needs an immediate medical response.
- **Call 911 if you see a crime.** Police officers will be sent to the scene.
- **Call 911 if there is a fire.** The fire department will be sent to the scene.
- **Call 911 if you notice suspicious behavior,** such as a stranger sneaking into your neighbor's house when they are absent. Call immediately if someone, especially a woman or a child, is being forced into a vehicle.
- **Call 911 if you hear suspicious sounds.** Examples include breaking glass explosions, gunshots or screams, which can indicate an accident or a crime is occurring.
- **Call 911 in case of a break-in, unwanted intruder or robbery.**