



My Place Realty & Property Management
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EMERGENCY CHECKLIST

(PLEASE KEEP HANDY AT ALL TIMES)

Emergency Line: **931-591-3216 opt 3**

1) FIRE

- a) Get everyone out of the house/unit.
- b) Call 911.
- c) Call My Place Realty (931-591-3216, opt. 3) IMMEDIATELY to report.

2) FLOODING

- a) Turn the water off immediately.
- b) Identify where water is coming from. (Water heater; broken pipe under sink; spigot; sprinkler line; ground water; etc.)
- c) If you have a sump pump, is it working?
- d) Will you require water extraction?
- e) Call My Place Realty (931-591-3216, opt. 3) IMMEDIATELY to report.

3) LEAKING WATER HEATER

- a) Turn off water to water heater IMMEDIATELY.
- b) Clean up water from floor.
- c) Use existing hot water sparingly.
- d) If water can be turned off and maintained, submit a work order online through your tenant portal for service.
- e) If water can NOT be turned off, call My Place Realty (931-591-3216, opt. 3) IMMEDIATELY to report.

4) NO HOT WATER

- a) Check water heater: Is unit warm?
- b) Run other taps to determine if only 1 line is affected.
- c) If you find a leaking pipe, turn water off at that pipe.
- d) If water can be turned off and maintained, submit a work order (online through your tenant portal) for service.
- e) If water can NOT be turned off, call My Place Realty (931-591-3216, opt. 3) IMMEDIATELY to report.

5) NO HEAT

- a) If gas heat, is pilot light on?
- b) Is the blower working correctly? (Does it come on? Does it blow warm air?)
- c) If the pilot is on, is the thermostat set properly?
- d) Can the situation wait until regular business hours?
 - i) If yes, submit a work order online through your tenant portal for service.
 - ii) If no, call My Place Realty (931-591-3216 opt. 3) to report the issue.

6) NO ELECTRICITY

- a) Check the circuit breaker and reset as required.
- b) Reset any GFCI (ground fault circuit interrupter) outlets. (They are typically located in the garage, kitchen, and/or one of the bathrooms.)
- c) Look at the utility meter: Is it running? Has the bill been paid?
- d) Is there electricity in the neighborhood?
- e) Is the utility department working in the neighborhood? Is any construction going on in the neighborhood?
- f) Call the utility company to confirm there are not any reported outages for your area.
- g) Submit a work order online through your tenant portal for service.

7) FENCE DOWN

- a) Determine cause of downed fence (wind, vandalism; etc.)
- b) Submit a work order with attached picture of fence through your tenant portal for service.

8) SHINGLES BLOWN OFF ROOF

- a) Is the roof leaking?
 - i) If yes, call My Place Realty (931-591-3216, opt. 3) IMMEDIATELY.
- b) Have numerous shingles been blown off?
- c) Submit a work order with attached picture of missing shingles through your tenant portal for service.

9) WINDOW BROKEN OUT

- a) What caused the window to break?
- b) If necessary, call the police & file a report. (Provide My Place Realty with a copy of the police report.)
- c) Cover and secure the window.
- d) Submit a work order with attached picture of broken window through your tenant portal for service.