

Dear Residents of 103/105 West Lodge,

As Winter approaches, we would like to take this opportunity to remind everyone of the emergency procedures at West Lodge. Should you experience an emergency during the hours of Monday – Friday 9:00 a.m. to 5:00 p.m., please contact the West Lodge Management office at 416-537-2364. For emergencies after 5:00 pm or on weekends, please contact the **After-Hours Resident Emergency Line at 1-855-722-9967.**

Please note that this is specifically for emergencies. If you have maintenance requests then these requests can be completed and submitted online via our specific “West Lodge Community Website” by going to the URL address: [www.westlodgecommunity.com](http://www.westlodgecommunity.com) or by submitting a maintenance request form at the office of 103 West Lodge. Alternatively, you can also email us at [westlodge@timbercreek.com](mailto:westlodge@timbercreek.com) with your maintenance request.

The Resident Emergency Line is to be called for any issues related to water (leaks, floods, drips, etc.), heat (water and suite temperature), and power (loss). If you are not sure who to contact based on the specifics of the emergency, please contact the Resident Emergency Line first and take direction from them; or they will advise us to follow up with the appropriate responder. The following will help you assess when to call the Resident Emergency line with respect to what constitutes an emergency:

- Fire, Fire Alarm or Smoke Detector
- Gas Smell
- Safety & Security
- Emergency Responder Access
- Refrigerator not working
- No Heat, Hot Water or Power
- Flood or Water Leak
- Elevator Entrapment
- Fight or Domestic Dispute
- Locked Out
- Loud Noise/Disturbances
- No Working Toilet

**\*\*For Immediate Life Safety Emergencies: Call 911 for police, fire department, and ambulance.\*\***

We hope this provides clarity around the procedures as we work together to continue to build a strong community during these challenging times. Your safety is always our priority.

Should you have any questions or concerns related to this message please do not hesitate to reach out to us directly at [westlodge@timbercreek.com](mailto:westlodge@timbercreek.com) or call us at **416-537-2364**.

Thank you,

Bina Sookhai

Senior Community Manager

103/105 West Lodge Avenue