



**802.457.1040**

# Ellaway Property Services, Inc.

## Emergency & Alarm Response

*Revised 2022*

Ellaway managers are available to all our Connection Program clients to help with an emergency at any time. If you are managing your own alarm system and want our help, please call the Ellaway office 802.457.1040 (if it is after hours, you will be directed to our answering service).

### **Low Temperature, Water Sensors**

Ellaway Property Services responds quickly to low temperature alarms. Calls are made to your fuel and service providers and steps are taken to restore heat or remedy circumstances. *The Ellaway team monitors your house as often as necessary during the emergency until the house reaches its proper temperature (usually 60 degrees).*

### **Fire Alarms**

The Fire Dept should be dispatched (911) before Ellaway is called; we then engage immediately. The Fire Dept appreciates the installation of a secure Knox Box which can be accessed only by them and contains your house key. We are happy to help with this installation. **Note:** Smoke detectors, Carbon Monoxide (CO) sensors and heat sensors can each cause the Fire Dept to be dispatched.

### **Intrusion**

Ellaway managers would not go to your property at the time of an intrusion alarm unless we have certainty of the alarm source or are meeting the Police Dept. The Police would be dispatched by the monitoring company were door and motion sensors in alarm to suggest someone unknown in the house. **Note:** Intrusion alarms can be caused by motion sensors, window breaks and (exterior) door sensors. Intrusion alarms are often false - caused by sensitive motion detectors.

### **Lifeline or other Personal Monitoring Service**

Ellaway provides support to clients who use a personal monitoring device. Please be in touch to discuss. Always call 911 if you need urgent care.

**We take seriously our responsibility to manage any emergency we encounter in the most professional way. The monitoring company will call your house with any alarm received. Please answer the call and explain the circumstances to them – especially if everything is fine!**

Response to a page or to an alarm is billable – the invoiced amount depends upon the time of day and extent of the emergency (including whether the alarm can be resolved by phone or requires onsite time).