



Effective Wednesday March 18th, **our leasing and property manager offices will limit face to face meetings and visitations to the office in order to comply with the CDC rules for social distancing.** We ask that if you do schedule an in-person meeting that you stop at the door and use the hand sanitizers and wipes that are available as you enter the office. We will be following the protocol to the COVID-19 recommendations by The Colorado Department of Public Health

<https://www.colorado.gov/pacific/cdphe/covid-19-recommendations>. Staff are always happy to support you by answering questions and helping with other housing issues over the phone (see numbers below).

Our maintenance department will be responding to emergency calls only and will stay on that schedule until we have determined that the risk has lessened. We ask that all workorder requests are called into the leasing office.

- For Hidden Brook please call 303-355-2575. For after-hour calls and holiday-emergencies, call the same number and follow the prompts (Press 2 then 0 for the answering service.)
- For the Gardens of Hope Communities, please call 303-394- 3756. For after-hours and holiday emergencies, call the same number and follow the prompts (Press 2 then 0 for the Answering Service.)
- For the Point and Carlton Arms, please call 303-830-1223. For after-hour calls and holiday emergencies, call the same number and follow the prompts (Press 2 then 0 for the Answering Service).

What is considered an emergency? Only the following will be considered emergency and responded to as quickly as possible:

No heat, plumbing leak, door lock malfunction, broken windows, flooding, electrical power outage, toilet overflowing, appliance failure – such as refrigerator not working, (keep the door closed, the inside will stay cold for a few hours), stove- if completely out, or no hot water that has been out for three hours or longer.

The following will not be considered an emergency:

- Weekend or after-hours lockouts: our maintenance technicians are not allowed to open your door if you have lost your keys per specific rules of the property insurance policy. You must contact a locksmith (at your own expense.)
- Clogged toilet if the other one is operable
- Chirping sound from smoke or CO2 detectors
- Lack of hot water, unless the issue has gone on for more than three hours.

Other important information regarding trouble in your apartment:

- For a natural gas leak (odor of rotten eggs), do not call from your apartment. Go outside and call Xcel Energy in order to prevent a spark and get immediate service.
- If your smoke detector or CO2 detector goes off in full mode indicating a problem such as a fire or carbon monoxide buildup - Call 911 Immediately and all parties must get to fresh air.

Our managers and leasing offices will be open but will only meet with residents on an appointment only basis - and will insist that not more than two people can enter the office for a meeting at any given time. They will also expect visitors to follow the Colorado Department of Public Health advisory of maintaining a six- foot space between people to help stop the spread of the virus.