

**April 19, 2022**

We are finally moving forward with all after hour calls regarding smoke and CO2 alarms to be handled by a certified Fire Prevention Company.

Calls between the hours of 5:00 pm and 7:00 am weekdays and on the weekends and statutory holidays that come into the NPH after-hours number (Dumont) regarding smoke or CO2 alarms will be directed to the Fire Prevention Company given to Dumont for that property.

Process for after-hours calls:

- Household calls Dumont directly with a smoke or CO2 alarm issue – constant beeping.
- **If the call is that the smoke or CO2 is going off – they should be calling 911**
- Dumont takes the information - phone number and contact name and explains that a contractor will be calling them back.
- The fire prevention company will immediately contact the household to discuss the issue and determine if it is an emergency or can it wait until morning.
- If it can wait until morning they will attend to the call in the morning at a regular rate.

## **Maintenance**

If you receive a call directly from a household or board member you are to instruct them to call the after-hours company for assistance with smoke and CO2 detectors.

**MAX** – when you have a change in your maintenance staff you must let Stella know so she can contact Dumont and change the after-hours sheet and also have NPH staff list updated.

## Property Managers

If you receive a call directly from the household or board member you are to instruct them to call the after-hours company for assistance with smoke and CO2 detectors.

When you have a change to who is doing your annual smoke and CO2 alarms you **must notify Stella** so she can contact Dumont and change the name on the after-hours sheet.

## NPH Office

Every weekday morning a copy of the after-hours call out sheet is faxed over to the NPH office from Dumont. One of the Eligibility Administrator staff takes that call out sheet and sends a copy out to each PM who has a property noted on the daily sheet.

PM's are to follow up immediately with any household noted on the call out sheet regarding a fire safety issue to ensure it has been taken care of. Record the date, time and resolution on the call out sheet and keep a copy in a folder on site.

## Eligibility Administrator Staff

One Eligibility Administrator and a backup staff will be responsible for the following daily process:

- Check copier for after-hours call out sheet
- After hours sheet is stamped with the email **stamp** and record the date and time.
- Scan the sheet and send an email to all PMs with issues noted on the call out sheet
- Save the emailed call out sheets on the shared network under Dumont Messages in date order.

Betty Ann