



Emergency Data Form

Acct. #: _____

www.PrestigeAnswer.com | Phone: 877-850-1137 | Fax: 877-282-7011 or 702-216-2959 | info@prestigeanswer.com

Property Name:		Management Company:				
Address:		City:		State:	Zip:	Start Date:
Area Code + Phone:		Fax:		Back Line:		# of Units:
Office Hours / Days Open:					Time Zone:	
Check which email box you want to use for optional voice-mail/email notification		Property Email: Manager's or Alternate Email:				

Your Staff and Emergency Calling Instructions

Fill in the order we should call out on-call staff by selecting (1,2,3,4, etc. or R for rotates). If there is no response, the time to wait before calling next person will be 10 minutes unless you indicate another preference. If your staff rotates, submit a monthly on-call calendar. Calendars are available at www.prestigeanswer.com or enter your schedule online. Remember to check the box to indicate type of contact phone # and if cell phone, check "text cell" also, if you want to be texted.

Title: Manager	1st Contact #	Cell	Text Cell	Home	2nd Contact #	Cell	Text Cell	Home	Call Order
Title: Maintenance Tech	1st Contact #	Cell	Text Cell	Home	2nd Contact #	Cell	Text Cell	Home	Call Order
Title: Maintenance Supervisor	1st Contact #	Cell	Text Cell	Home	2nd Contact #	Cell	Text Cell	Home	Call Order
Title:	1st Contact #	Cell	Text Cell	Home	2nd Contact #	Cell	Text Cell	Home	Call Order
Title:	1st Contact #	Cell	Text Cell	Home	2nd Contact #	Cell	Text Cell	Home	Call Order
Title:	1st Contact #	Cell	Text Cell	Home	2nd Contact #	Cell	Text Cell	Home	Call Order
Title: Regional Supervisor	1st Contact #	Cell	Text Cell	Home	2nd Contact #	Cell	Text Cell	Home	Call Order
Title: Courtesy Patrol	1st Contact #	Cell	Text Cell	Home	2nd Contact #	Cell	Text Cell	Home	Call Order

Please check the boxes below for the emergencies we should relay. If you want us to call out A/C or heat calls after dark, please check the "Call after dark?" box also. If you have other emergencies not listed to add, please write them in the "Other instructions" section.

Uncontrollable water leak	No electricity	No water
No hot water	No heat below ____° Call after dark?	No A/C above ____° Call after dark?
Clogged toilet with only 1 toilet	Clogged sink or disposal	Refrigerator out of service
Gas Smell	Unsecured broken window	Broken entry lock
Broken sprinkler head flooding	Laundry room locked	Smoke alarm beeping
Other		

Who do we call for:

Noise disturbances:	Security issues:	Lockout:	Upfront fee?
Car Towing Issues:	Wellness Check:		

Other Instructions:

Check which of these best describes your request: New Customer Please replace existing call list Please incorporate the changes above into existing Call List