

**EMERGENCY CALL 911**

- FIRE
- IN-PROGRESS Break-In, Illegal Entry or Danger to Life

**IMMEDIATE ATTENTION (Non-Life-Threatening Emergencies)**

- No Electricity on the property (no lights) or Water Leak (Fire Sprinkler / Burst Pipe)
- Elevators Out of Order (and no "Out of Order" sign) – Stuck in Elevator
- A, B or C – Level Garage Door stuck in OPEN/CLOSED position
- No Hot water or Sewer/Drain backup into unit
- Any Main Fobbed Entrance Door to property not locking or closing properly / damage is evident
- Evidence of break-In, theft or property damage in Common Area (no perpetrator present)
- Unit Break-In (also call SF Police Non-Emergency 415-553-0123)

CALL IN THIS ORDER (UNTIL YOU REACH SOMEONE):

1. Bay West Property Management **EMERGENCY RESPONSE 415-445-2132**
2. Petrini Office / Onsite Property Manager: Mon-Fri, 8:30am-5pm 415-931-6423
3. Bay West Property Management Office: Mon-Fri, 9am-5pm 415-345-1270
4. Petrini Evening Security: Daily, 10pm-6:30am 925-375-2732

**NON-EMERGENCY (Non-Critical Issues – Can Wait Until the Following Day)**

- Maintenance needed in Common Area (burned out lights, broken items, significant trash, pet waste)
- Slow water drips / damage inside your unit (for non-emergency HOA responsible problem)
- Missing bike, broken bike racks, car break-in or other personal property missing
- Homeless encampment near property entrances (call City Services at 311 & inform Onsite Property Manager)
- Missing packages (HOA not responsible, yet please report problems so we can track)
- Witnessed HOA Violation (pet waste, improper trash disposal, improper parking in garages)
- Resident Issues (noise or conflict): **If assistance is needed, call Evening Security 10pm-6:30am: 925-375-2732**

For these, inform Onsite Property Manager: M-F, 8:30-5 415-931-6423 or EMAIL [petrinimanager@bwpm.com](mailto:petrinimanager@bwpm.com)

**IF YOU HEAR THE FIRE ALARM YOU MUST EVACUATE THE BUILDING**

- Turn off appliances in your unit – **Exit Property** – assemble in front parking area at MAIN ENTRANCE

**ISSUE NOT BEING ADDRESSED? NEED MORE INFORMATION?**

- Offsite Property Manager: Colin Lynch [lynch@bwpm.com](mailto:lynch@bwpm.com) **415-345-1270 x222**
- Onsite Property Manager: [petrinimanager@bwpm.com](mailto:petrinimanager@bwpm.com) **415-931-6423**
- HOA Board President: [boardpresident@thevillageatpetriniplace.com](mailto:boardpresident@thevillageatpetriniplace.com)
- Property Website (documents, info, vendors, history, Board mtgs): [www.petriniplace.com](http://www.petriniplace.com)

**LOCKED OUT OF YOUR UNIT?**

- Locksmith Metro Lock: **415-673-5050**
- Locksmith Nova Lock: **415-745-9315**

**EMERGENCY PLUMBING PROBLEM?**

- Plumber VanGo Rooter: **877-826-4690**
- Plumber Gotelli Plumbing: **415-467-6600**