

Emergency Phone Numbers

The Estates at Willow Creek

For Police, Fire, or Life Squad **Emergencies only!**..... **Call 911**
Centerville Police (non emergency) 433-7661
Centerville Fire Dept. (non emergency)..... 433-7644

Estates at Willow Creek Homeowners Association Management Company
Towne Properties..... 222-2550

For maintenance emergencies during business hours, call Towne Properties 222-2550

Note: For the maintenance or repair of items which are the responsibility of the resident, (listed on page 10, section 6.2 of these rules) Towne Properties has a suggested list of service and repair firms which have been reported as providing satisfactory service in the past.

Maintenance emergencies during non business hours:

For maintenance emergency occurring after normal business hours do the following:

- Call Towne Properties at 222-2550.
- A recording will provide you the Paging System's active maintenance emergency number.
- Call the emergency number
- Be prepared to give your name, address, phone number, and the nature of the emergency.
- When you hang up the system will automatically page the person on call, who will then call you. (As a back-up, if the person on call does not respond to the page within a short period of time, the system begins paging other employees until one responds to the page.)

Note: There have been occasions when a caller has not spoken clearly enough, or has not given enough information for the person on duty to be able to contact the caller. If you are not contacted in fifteen (15) minutes, please call back.

Summary: For maintenance emergencies after normal business hours!

- Call 222-2550 and get the emergency phone number
- Call the emergency number
- Give Your: Name
Address
Phone Number
The nature of the emergency