

# Best Life Property Management



## Tenant Emergency Procedure

### **Fire, Flood/Major Uncontainable Water Leak, Tree Downed on House, Personal Injury/Emergency, etc.**

1. **Call 911 immediately.**
2. **After contacting 911, call Best Life at 503-995-5307** to alert us to the issue (unless it is a strictly personal emergency).
  - If we do not answer, **leave a voicemail AND send a text message** to the same number detailing the issue.
3. If you cannot reach us on the first number, **call 503-960-7828** and repeat the same steps (**voicemail + text detailing issue**).
4. Once you are safe/the emergency is contained, submit a maintenance request through the tenant portal. Instructions on how to contain some emergency situations are below.

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### **If You Smell Natural Gas**

- **Evacuate the home immediately.**
- Once outside and at a safe distance, **call NW Natural Gas at 800-882-3377.**
- **Do NOT** turn on lights, use appliances, operate your phone indoors, or attempt to locate the source of the leak.

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### **Maintenance Emergency: Burst or Leaking Pipes (Including Freezing)**

1. **Immediately shut off the main water supply to your home.** Every resident should know where their main water shut-off valve is located.

- If you're unsure, please watch one or more of these quick instructional videos:
  - Video 1 — *How to shut off the water to your house:*  
<https://youtu.be/m8VogOpPq38?si=dH6BcNC3JE68hmtY>
  - Video 2 — *Locate your main water shutoff valve:*  
[https://youtu.be/gBPwhDOBnbl?si=vnI4z73Md4HpHp\\_0](https://youtu.be/gBPwhDOBnbl?si=vnI4z73Md4HpHp_0)
  - Video 3 — *Turning off your home's water supply:*  
<https://youtu.be/9gdX5vLLtEQ?si=FV-mWld-NBhofQhj>  
*These short clips show typical valve locations and how to turn them off quickly in an emergency.*

**2. If you are unable to shut off the home's main water supply, call your local water bureau's 24-hour emergency line for assistance.**

- A quick Google Search will often provide you with your town's Emergency Water Phone Number. Here are some of those numbers:
- Portland Emergency Water Line: **(503) 823-4858**
- Beaverton: **503-526-2220** – After Hours: **503-526-2260**
- Tigard: **(503) 639-4040**
- Hillsboro: **503-615-6702** - After-Hours Emergencies: **503-615-6775**
- Milwaukie: **503-786-7500**

**3. Once the water is shut off, contact Best Life immediately.**

- **Primary Emergency Line:** 503-995-5307
  - **Secondary Emergency Line:** 503-960-7828
  - If you reach voicemail, **leave a message and also send a text, then submit a maintenance request through your tenant portal.**
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## Fixture-Level Water Shut-Offs

There are individual water shut-off valves located under sinks, beside toilets, and sometimes behind appliances. These allow you to stop water to one fixture without shutting off the entire home.

### Helpful How-To Videos

- **How to shut off water to a sink or dishwasher:**  
<https://www.youtube.com/watch?v=Tfy0iy8Jub0>
- **How to shut off water to a toilet:** <https://youtu.be/W61clcprXr8>
- **How to shut off water to a washing machine:**  
<https://www.youtube.com/watch?v=oBODq3EitmY>

### For smaller leaks or contained issues:

1. Turn off the nearby fixture shut-off valve.
2. If needed, then shut off the home's **main water valve**.
3. **Notify us immediately** so we can respond as quickly as possible.

We also recommend contacting your local water provider to help you confirm the location of the main shut-off valve if you are unsure. Many offer support and **24/7 emergency assistance** (see above).

## Power Outages & Electrical Issues

If part or all of the power in your home goes out:

*(Video guide for electrical panel basics:*

<https://www.youtube.com/watch?v=UjI3MhZrByU>)

1. **Check your electrical panel** for tripped breakers.
2. If a breaker has tripped, **reset it** by firmly switching it **OFF**, then back **ON**. Use the video above for instructions.
3. **Check and reset all GFCI outlets** throughout the home, including bathrooms, kitchen, laundry, garage, and exterior. *(How-to video:*  
<https://www.youtube.com/watch?v=QsoMpqavsAg>)

4. If no breakers are tripped, or resetting breakers does not restore power, **check with your local electrical service provider** to determine whether a service outage is affecting your area.
5. **If the outage is not due to a service interruption or a breaker/GFCI issue that you can resolve, please follow emergency contact protocols to reach Best Life:**
  - **Primary Emergency Line:** 503-995-5307
  - **Secondary Emergency Line:** 503-960-7828
  - If you reach voicemail, **leave a message and also send a text detailing the issue**, then **submit a maintenance request through your tenant portal**.

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*Thank you for helping protect your home and the property.*

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## **What Qualifies as an Emergency vs. Non-Emergency**

### **Emergencies (Call 911 first if safety is at risk, then contact Best Life)**

- Active fire, flooding, or major water leaks that cannot be contained
- Burst pipes or water intrusion causing ongoing damage
- Sewage backup into the home
- No heat during freezing conditions
- Gas smell or suspected carbon monoxide leak
- Break-ins, vandalism, or unsecured entry doors/windows
- Electrical hazards such as sparking outlets, burning smells, or smoke
- **Total loss of power** not caused by a neighborhood outage or tripped breaker

## **Non-Emergency Maintenance Requests**

(Submit through Tenant Portal — we will respond during normal business hours)

- Dripping faucets or minor leaks that can be contained
- Appliance issues not involving sparks, flooding, or fire risk
- Clogged toilet or drain (unless there is only one bathroom in the home)
- Routine repairs, cosmetic items, or questions
- Noise disturbances or neighbor concerns

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*Thank you again for helping us protect your home and the property!*