

April 20, 2022

To: All Mutli-Family Property Management Teams and Ownership
From: Travis Haffelder, Battalion Chief,(Interim Fire Chief), Fire Marshall
Re: After Hours Emergency Contact Information

We have had significant issues with contacting property management and property maintenance personnel after hours, during emergencies, with some of our district properties. This is not only a major issue for us during emergency incidents, it is an inconvenience for those occupying your properties. I cannot tell you how many times our crews arrive on-scene and we are greeted with occupants stating that “they had been calling the emergency number for hours.” These issues can range from alarm activations and water leaks to electrical malfunctions and major building fires. All of these incidents need immediate attention by your personnel due to the fact that they may require possible relocation of occupants, emergency notification of plumbers or electricians or a fire watch for occupied buildings when the fire alarm systems fail.

One of the issues that can be linked to the contact problems are the rapid turnover of personnel on properties. As an employer, we do understand these issues and empathize but, when changes are made to your emergency staff contacts, it is your responsibility to immediately relay those changes and updated contact information to both our department, your residents and your messaging services. This can be easily done with us by emailing my office at t.haffelder@jvfd.org and I will update the district contact list and attach a copy for your organization.

Unfortunately, with the frequency that this is occurring, we are now going to have to implement a fine for non-compliance. When fire department personnel cannot make contact with a property’s emergency contact during an emergent incident, there will be a fine of \$1000 per incident. Also, if the incident involves a faulty or damaged fire alarm for an occupied building and a fire watch is required and we cannot make contact with responsible property personnel, per state statue, we will be required to maintain a fire watch until your personnel can take over this duty. The fee for this service will be \$1000 per hour for the truck and personnel.

Let’s all work together to avoid the above fines by keeping this required information up to date and doing our best to provide the best service we can to our community.