CANYON RIVER HOMEOWNERS ASSOCIATION
AFTER-HOURS MAINTENANCE EMERGENCIES

After-Hours Maintenance Emergencies – IMPORTANT:

If homeowners have an after-hours **maintenance emergency** to report that needs immediate attention, they need to take the following steps to communicate the urgent matter as follows:

1. Confirm their request is outside of Latitude Management's business hours of 9 am - 5 pm, Monday - Friday. If their request is during regular business hours, they need to submit a maintenance request through the normal communication platforms including a phone call and voicemail to Latitude Management at (406) 233-9790. ***This is NOT a texting phone number.***
2. Call the golf course Pro Shop at (406) 721-0222 and inform the staff there is a maintenance emergency that cannot wait until Latitude's business hours to be addressed. Homeowners need to leave their name, property address, phone number, and maintenance issue details with the Pro Shop employee.
3. The Pro Shop employee will then follow written protocol provided by the HOA Board and Maintenance Services Manager to include a list of names and phone numbers to contact until an approved person is available to assist with addressing the urgent maintenance issue. The approved person will contact the homeowner and appropriate parties to mitigate the issue.
4. **If the pro-shop is closed, homeowners need to contact (in this order):**
    a. Backup Emergency Line #1: (406) 471-5233 – *Leave a voicemail if no answer*.
    b. Backup Emergency Line #2: (406) 930-1024 – *Leave a voicemail if no answer*.
5. The homeowner still needs to complete the communication process by submitting a written follow-up to the HOA through one of the normal maintenance reporting platforms. This will ensure that the urgent maintenance issue is still documented through the HOA and Latitude can ensure the request was addressed properly and the maintenance issue resolved in full.

*****Defining a "maintenance emergency" may be subjective. If a homeowner believes that the maintenance issue not being repaired immediately may result in serious or permanent property damage, they need to report the issue as a maintenance emergency and in the steps outlined above.***

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