

EMERGENCIES / NON-EMERGENCIES

After-hours emergencies are defined as situations that threaten life, injury, or extensive or ongoing property damage. For the following situations, contact the appropriate party:

EMERGENCIES: CONTACT 911 - FAIRFAX COUNTY POLICE / FIRE DEPARTMENT

1. Suspected or actual ongoing crime
2. Critical threats to life, e.g., health emergency, fire, vehicle accident, downed power line

AFTER HOURS EMERGENCIES: CARDINAL MANAGEMENT 866-370-2989

1. Basement Flooding
2. Downed trees blocking road access, or against or damaging buildings or vehicles
3. Roof leak. Note: if it is dark, or during rain or if snow is on roof, contractor can't go up to fix. If ceiling bulges, put bucket under it and poke hole with screwdriver to keep it from collapsing.
4. Collapsing masonry walls

NON-EMERGENCIES HANDLED BY FAIRFAX COUNTY: CALL 703-691-2131

1. Suspicious person(s) or activities, e.g., appears to be planning a crime or is clearly trespassing
2. Unacceptably loud noise/party, especially after 11pm
3. Vehicle is missing, towed (police keep record of all tows)
4. Report a crime (i.e. vandalism, burglary, etc.)
5. Animals - Rabid, attacking, sick or injured animal, possible exposure to a rabid animal
6. Overcrowding/Unsanitary Conditions/Hoarding - Zoning Enforcement: **703-324-1300**

HANDLED BY ASSOCIATION DURING BUSINESS HOURS: 703-569-1959

1. No trash pickup (Call Association or Trashaway at **703-339-4560**)
2. Vandalism of common elements
3. COA administrative questions
4. Preventive maintenance and repair issues with brick walls, downspouts & gutters, roofs, common area landscape issues (e.g., drainage or grading), paint issues, parking, private roads

NON-EMERGENCIES NOT HANDLED BY THE ASSOCIATION:

1. Vehicle parked in your assigned space – contact towing company
2. Locked out of house - contact locksmith
3. No power, water, gas, phone, cable or other service – contact utility
4. Pests, rodents, wild animals etc. – contact exterminator
5. Snow or ice on porch, front walk, sidewalks, doors, windows, gutters or downspouts - owner responsibility
6. Snow or ice on or around vehicles & parking spaces – owner responsibility. Association plows streets and parking area roadways only. VDOT plows Queenston and portions of Seabright and Wickham. VDOT Office: **703-383-8368**