



## WHO TO CALL AND WHEN:

### 911 OR THE POLICE:

- You smell or see smoke or a fire
- You see illegal activity or a crime in progress
- You see or hear a physical confrontation, especially if someone is injured
- You see a car crash, especially if someone is injured
- A medical emergency – someone is unconscious or not breathing
- Anything that makes you feel unsafe
- Someone is breaking the noise ordinance (please call the non-emergency line at 541-693-6911)

### Trailhead Property Management:

- You can't get hot water
- An appliance breaks or is no longer working properly
- There is a water leak
- Your smoke detector is not working (and you're sure it's not just the battery)
- You want to paint a room or install shelving
- There's been a break-in (please call 911 first)
- You've had a problem with a pet on the premise
- You're having someone come stay with you for a bit
- You would like to get a pet
- You suspect your neighbors are doing something illegal

### When to deal with it yourself!:

- You clogged the toilet or sink
- Your light bulbs are burnt out
- Your smoke detector needs a new battery
- You see mold in the bathroom because you haven't vented it properly (wash with hot water and bleach)
- Your pet has fleas or you see a spider
- Your cable or internet is out
- You are locked out (Trailhead charges a fee to come let you back in)