

Information for condo board members

Due to significant flooding, many homes and buildings in the city of Calgary are not safe for reoccupation. Residents should NOT reoccupy their premises until it is safe to do so.

Condominium board members have a responsibility to ensure the safety of their building. It has come our attention that many property managers have not responded to their affected buildings in a timely manner.

Condo board members should not wait for property managers to begin addressing the needs of their building. Condo boards have the ability to initiate inspections using City inspectors and commencing building remediation on their own.

Building inspection requests should be submitted by doing one of the following:

1. Fill out a 'new request' form called power or gas restoration in flooding area on The City of Calgary 311 mobile app
2. Visit [Calgary.ca/311](https://calgary.ca/311) to fill out the online service request
3. Call 311

Note: Due to the volume of calls at 311, building inspection requests are encouraged to be submitted through the app or online. All requests received, regardless of how they are submitted, will receive the same priority.

Critical needs for your building include a need for electricity, gas and/or water pumping.

If your building does not have power, call the ENMAX trouble line at 403-514-6100 to have your outside power meter turned off before addressing any damage.

Condo boards are reminded that when the electricity is turned back on to their building, it will also turn on any electrical appliances that were left on when evacuation took place. To ensure the safety of building occupants and your building, you must take the following steps prior to turning on the main disconnect in your building:

- Notify occupants
- Ensure all appliances are off
- Ensure that all life safety systems are fully operational and functioning as required
- Call 911 if any signs of electrical shorts or fire are observed

Your building may require natural gas line inspection. If you smell a natural gas odour, or observe a leaking or exposed gas line, please leave the area immediately and call 911 or ATCO gas emergency dispatch at 1-800-511-3447.

If natural gas to the building was off but is now back on, appliances may be relit – but only if it can be done safely. If there is uncertainty about relights or other natural gas related questions, please contact the ATCO Gas Customer Assistance Centre at 310-5678 toll-free (Monday to Friday, 7 a.m. to 7 p.m.).

Visit www.atcogas.com for more information.

Inspections by a licensed gas fitter or plumber are mandatory for all appliances that were submerged in water (i.e. furnace, hot water heater, stove). Property owners can find contact information for gas fitters and plumbers online or in the Yellow Pages.

If your building has seepage and/or sewer backup contact 9-1-1 so the water can be removed. The City can help

You may also wish to contact your insurance company for directions on what is covered and who to contact for repairs.

Get repairs done without delays

The City wants to reduce any delays in building repair. For most repair work, a permit will not be required.

In those instances where a permit and licensed contractor is required, The City has put in steps to expedite the process. A licensed contractor can complete their work and apply for any necessary permits online without delaying repairs.

A City Safety Codes Officer will then visit the building to ensure the work meets health, safety and structural requirements.