

PROPERTY TELEPHONE

1. Employees living on-site must have a personal telephone in their apartment installed and maintained at their own expense.
2. Personal telephone calls must be charged to their personal telephone number or a personal telephone card must be used. **No personal long distance calls may be made from the property's office telephone.** Abuse of this policy is grounds for termination.
3. The Office telephone will have:
 - Voice messaging or answering service (Supervisor discretion). The suggested message is as follows:

Hello, and thank you for calling APARTMENT NAME. We are sorry that we cannot take your call right now. Our regular office hours are 8-5 Monday through Friday (*Market Properties should give weekend hours*). If you would like for us to return your call, please leave a message at the tone. If you have a maintenance emergency, please call EMERGENCY MAINTENANCE NUMBER. If you have a police, fire, or medical emergency please dial 911. Thank you for calling APARTMENT NAME.
 - Call forwarding.
 - Call waiting (if only one line).
 - Separate communication line for fax and computer transmissions.
4. Office telephone will NOT have *Caller I/D* unless approved by the Supervisor.
5. No block Yellow Page advertising without approval from the Regional Vice President. A **Bold** listing is okay.

After Hours Communication

All offices must have a person designated to answer emergency maintenance after office hours. The Manager shall designate the on-call person.

*All properties must have an Emergency Maintenance Telephone/Pager Service. The Emergency Maintenance Telephone/Pager will be given to the person designated to be on call.