

# GRACEWOOD GLEN CONDOMINIUM ASSOCIATION HOLMDEL NJ

**Managing Agent**  
RMG, Regency Management Group, INC.  
Professional Management  
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## **24-HOUR EMERGENCY SERVICE PROGRAM**

The management office is open Monday through Friday, 9:00AM to 5:00PM to handle all community association business.

After regular business hours, (evenings, weekends, and holidays) calls are automatically transferred to a computerized answering system. The number to dial, 24 hours per day, is (732) 364-5900. Please listen to the entire message. You have the option of leaving a message in the Emergency Mailbox (by dialing 5) or dialing an outside number to reach a live answering service. Either method will result in the **Manager On-Call** being contacted. Your call will be returned within one hour.

When calling the management emergency answering service, please help us, help you, by doing the following:

1. Identify your community
2. State your name, address and telephone number
3. State the nature of the emergency
4. Specify if the manager on call must contact you directly

All emergency calls are responded to within one hour. Final repairs, however, are scheduled when practical (i.e., roof leaks cannot be repaired during a storm).

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### **Definition of an Emergency**

**An emergency is a situation involving imminent danger to property or individuals and which requires immediate attention.**