HOUSE Information

Medical / Criminal Emergencies 911
Non Emergency Medical Advice 811
Front Desk 604 938 7500
Email wbhouse@vailresorts.com

HOUSE Advisors

wbhadvisors@vailresorts.com
Available 7pm to 7am
Glacier: 604.932.7941 or 604.905.9459 **Brio:** 604.966.8590 **Westside:** 604.938.4016

Social Events / Roommate Conflicts / Lockouts / Community Information / Mental Health Help
HOUSE Advisors Mandate is to increase the quality of the resident experience through services and social responsibility. We continue to develop new and exciting ways in which to make HOUSE a safe, healthy and affordable place to live and learn.

Outreach Worker – Winter Season Only

Office Located in Building 1. 604.938.7503
Outreach Workers Mandate is to confidentially support residents through life's challenges.

What is a Maintenance Emergency?

FIRE OR FIRE ALARM = LEAVE Building immediately **Do Not Call**
FLOOD = large amounts of water from your ceiling **Call**
Maintenance Emergency call 604.966.8997

Maintenance Service Standards
Emergency calls will be responded to as quickly as possible.
Non-Emergency requests will be investigated and a plan created within 36 hours. If you are not home during this time maintenance will leave a note indicating that they have responded.
Residents are not charged for any maintenance that is caused by regular wear and tear of the unit.

Maintenance Requests	Free items in the Office
Slow draining sinks & tubs	Shower Curtains
Small amount of water dripping from sink	Light bulbs
Burnt out light bulbs	Oven/burner liners
Sensitive smoke detector	Cleaning supplies
Broken cupboards	Vacuum and mop
Windows & doors not working properly	Answers to many of your questions!

Residents must adhere to all HOUSE Policies which can be found on our website https://www.housewb.com/policies and the progressive discipline for non-compliance

Here are a few of the main ones to look at closer to avoid fines and termination of stay:
Smoking Policy / Register All Guests / No Impeding Door Locking Mechanism / No Lending Out Unit Key
Illegal Activity /10pm Noise Bylaw / Unit Cleanliness / Harassment / Unapproved Room Move