



EMERGENCY ELEVATOR OUTAGE PLAN

Posted pursuant to Broward County Ordinance Section 21-8 to 21-10, effective June 9, 2026

I. PURPOSE

This Emergency Elevator Outage Plan ("Plan") establishes procedures for reporting and responding to elevator outages in Cypress Chase North Condominium No. 1 Association, Inc. ("Association"), assisting residents with mobility limitations, and keeping residents informed during periods of outages. This Plan applies to all elevators serving the Condominium Property.

II. REPORTING AN ELEVATOR OUTAGE

If you become aware of an elevator outage, immediately report it to Management by calling 954-484-8719 (Office Closes at 5 p.m.) to ensure that the elevator contractor has already been notified. If you are unable to reach anyone from the Management team, contact the elevator contractor at the telephone number indicated below. **IN CASE OF AN ENTRAPMENT**, use the emergency telephone located in the elevator or call 911 immediately and provide the physical address that is included in the certificate of operation posted inside the elevator. Do NOT attempt to force open the doors.

Front Desk/ Management Office:

Cypress Chase North Condominium No. 1 Association, Inc.
3421 NW 47th Terrace
Lauderdale Lakes, Florida 33319
Phone: 954-484-8719 (Office Closes at 5 p.m.)
Email: ccncondo1@breezeline.net

Fire, Police, or Medical Life or Safety Emergency: Dial 9-1-1

Primary Elevator Contractor:

Company: Oracle Elevator
Phone: 954-986-0991

Elevator Identification Numbers:

3341 Side: 29782
3361 Side: 29781

Secondary Elevator Contractor: Elevated Facility Services

24-Hour Emergency Service: 1-800-526-6115

If the primary contractor cannot restore service within 24 hours, management will contact **Elevated Facility Services** to request emergency service.

III. ELEVATOR OUTAGE PROCEDURES

If an elevator outage occurs:

1. Report the outage immediately to Management. If you are unable to contact anyone from the Management team, notify the elevator contractor at the telephone number indicated above.
2. Immediately check elevators and camera feeds for any individuals trapped inside. If individuals are trapped, Management will contact emergency services, such as the fire department for rescue.
3. Secure the elevator and post “OUT OF SERVICE” signs.
4. Association Management will contact the elevator contractor and coordinate repairs.
5. Residents will be notified of the outage via email, community channel, and a conspicuous posting in a common area on the Information Board located on the 3341 side and the 3351 side, where possible. Updates will be made available in the same manner as information becomes available.
6. If all elevators in the building are out of service for more than twenty-four (24) hours and the contracted elevator company cannot restore service within that timeframe, the Association will seek repair services from an alternate elevator company if permitted by applicable contracts and law.

IV. RESIDENTS REQUIRING ASSISTANCE

Residents are strongly encouraged, in advance of any emergency, to notify the Management team that they require the use of a wheelchair, scooter, or other mobility device; have difficulty using stairs; or require assistance during an emergency. The Management team will maintain this information and make it available to emergency personnel as needed. During an outage, the Management team may also utilize this list to contact residents to determine if they have an immediate need for which emergency personnel should be summoned or with which the Management team may be able to assist. Staff will coordinate welfare checks and assist with deliveries, as needed.

BY ORDER OF THE BOARD OF DIRECTORS