

## EMERGENCY EMAIL



### Why Email?

When a customer calls in an emergency leak, the information is taken and sent to this dedicated email:

[emergencyservice@designroofing.ca](mailto:emergencyservice@designroofing.ca)

#### Get In Faster by Emailing this information:

1. Your contact info: name, phone number
2. Building Info: Building or Strata name and address
3. Site Contact Info: Caretaker, Maintenance
4. Leak Info: unit #, resident contact info, roof access (hatch, ladder, etc) any other details about the leak

### What to Expect:

1. Email confirmation or phone call if more details are needed
2. We may contact Building / Resident for particulars
3. Full Report within 24 hours complete with:
  - A view of the reported leak.
  - The view above the leak.
  - Photos of the issues found.
  - What was done to control the leak.
  - How the problem can be fixed permanently. (If only a temporary fix could be done at the time)



## PROFESSIONAL



WHITE SOCK  
SERVICE



EMERGENCY  
REPAIR 24/7



PHOTO REPORTS