HJ hj development

AFTER HOURS EMERGENCIES | COUNTRY VILLAGE

Highway 7 & Hopkins Crossroads | Minnetonka, MN 55305

Please be advised to the following as it relates to after hours emergencies.

- After hours is considered any time before 8:00am or after 5:00pm Monday through Friday, all day Saturday & Sunday, and all national holidays.
- After hours property management related issues or concerns should be directed to Elite Facility Services.
- During normal business hours Elite Facility Services can be reached directly at 763-285-7300. To reach the on-call technician after hours please call 952-388-9665.

Please see below for additional information on placing an “after-hours” call.

HJ Development hired Elite Facility Services to handle all after-hours calls/emergencies. Elite Facility Services is comprised of trained professionals that are equipped to handle any situation. In the event you need to place an after-hours call please follow the below steps.

1. Call our office (952-476-9400) and dial “4” as prompted, or contact the on-call technician directly by calling 952-388-9665.
2. The Elite Facility Services technician will ask you for the following information.

    - Name
    - Phone Number
    - Location Name/Address
    - Center Name
    - The Reason for the Call/Nature of the Problem

Once they have gathered all of the above information they will address your after hours emergency as quickly and efficiently as possible.

Please report the after-hours call to your Property Manager during the next business day.

If you have any questions, or need additional information, please contact our office directly.