

## **Emergency Maintenance Policy**

### **Billerica Housing Authority**

**Adopted by BHA Board on August 2, 2018**

The BHA will respond to calls for emergency maintenance services 24 hours a day and determine if the reported problem involves a condition that would constitute a violation of the State Sanitary Code or a threat to life or health. Typical calls that qualify for emergency maintenance response are listed below. Routine maintenance calls will be scheduled during normal business hours.

#### **How to Report a Maintenance Emergency:**

To report a maintenance emergency during business hours, all tenants should call the Billerica Housing Authority office at **978-667-2175**.

If the Emergency is after normal business hours, call the Housing Authority number listed above and the BHA answering service will screen maintenance calls and forward emergency requests to the Maintenance staff person on call.

#### **Maintenance Emergency Conditions Include:**

1. Water leaking out of plumbing fixtures, doors, windows, floors, ceiling or walls
2. Flooding
3. Sewage blockage
4. No hot water
5. No water
6. Inoperative refrigerator or stove
7. No heat
8. Clogged or overflowing toilet, tub or sink
9. No electric power in the unit or short circuit
10. Inoperable common hallway lighting
11. Entry and exit doors not secure or inoperable
12. Broken windows
13. Lockouts. Maintenance will respond to tenant lockout calls. However, tenants who call after business hours may be charged for a lock out
14. Inoperable or Chirping Smoke Alarms or CO2 detectors

#### **911 Emergencies-In the Following Situations, Call 911 IMMEDIATELY:**

Smoke or CO2 detector alarm sounds-Call 911.

Fire-Call 911

Gas Smell-Open your door for ventilation and call 911 from a neighbor's home 911

**For Non-Emergency Maintenance Needs (Routine):**

Call the main BHA office at **978-667-2175** and report the Maintenance work order. The Office will inform Maintenance of your request. If you report a non-emergency (routine) Maintenance work order to the answering service after hours, the answering service will inform the BHA at the next opening business day of your request. When calling about a Maintenance work order, be sure to report your name, your phone number, your address and a description of the Maintenance issue.