

BILLERICA

HOUSING AUTHORITY

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MEMORANDUM



TO: ALL RESIDENTS
FROM: Bob Correnti
DATE: October 19, 2021
RE: LOCK OUTS

Lockouts are a common occurrence. For years, tenants have been instructed to NOT contact the Fire Department but to contact the main BHA Office number. Below is directly from our Tenant Handbook.

LOCKOUTS

If you should lock yourself out of your apartment, follow these instructions;

1. If locked out during regular office hours (Mon – Fri, 8am – 4pm), call or go to the office. Maintenance will be contacted to let you in.
If locked out after hours or on weekends, **call the main office number 978-667-2175**. An Answering Service will answer your call and contact the BHA on call maintenance person.
2. There is a \$10 fee for all after hour lock out calls. Please, DO NOT call the Fire Department.



ALWAYS REMEMBER YOUR KEYS!!

For the past six years, we have not assessed a lock out fee to any tenant. However, due to tenants still contacting the Fire Department, a lock out fee will be assessed when the Fire Department is called. If a tenant follows the above procedure and contacts the BHA, no fee will be assessed. Any questions, please contact me during regular Office hours.