

EMERGENCY MAINTENANCE POLICY

North Andover Housing Authority

Adopted by NAHA Board on April 23, 2015

The NAHA will respond to calls for emergency maintenance services 24 hours a day, 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 call will be scheduled during normal business hours.

How to Report a Maintenance Emergency:

To report a maintenance emergency during business hours (Monday-Thursday 8:15 AM to 4:15 PM and Friday 8:15 AM to 12 PM) all tenants should call the Main Housing Authority office **at 978-682-3932**.

If the Maintenance Emergency is after normal business hours, call the main Housing Authority number listed above and the NAHA 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. Sewage blockage.
3. No hot water.
4. Inoperative refrigerator or stove.
5. No heat calls between September 15th and June 15th
6. Clogged or overflowing toilet, tub or sink
7. No electric power in the unit or short circuit
8. Inoperable common hallway lighting.
9. Entry and exit doors not secure or inoperable.
10. Broken windows.
11. Lockouts. Maintenance will respond to tenant lockout calls. However, tenants who call after business hours will be charged \$40 for a lock out.
12. 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 try to call from a neighbor's home 911 or Colombia Gas at 1-800-525-8222

Follow all instructions given by the Emergency Services.

For Non-Emergency Maintenance Needs:

Call the main NAHA office **at 978-682-3932** and report the Maintenance work order to the staff. Staff will inform the Maintenance worker of your request. If you report a non-emergency Maintenance work order to the answering service after hours, the answering service will inform the NAHA staff 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.