

# **North Brookfield Housing Authority Tenant Maintenance Emergency List**

The NBHA would like to remind all residents of the procedures set in place to handle emergency situations during business and non-business hours. Below, you will find a list of scenarios that are considered to be an emergency and would warrant a response by our maintenance personnel for immediate repair.

## **Emergencies**

The North Brookfield Housing Authority categorizes emergencies as conditions which are immediately threatening to the life or safety of its' residents, staff, or structure. The North Brookfield Housing Authority maintains a 24-hour, 7 days per week Answering Service ensure that emergency situations are handled during non-business hours and holidays. In order to access the answering service, residents are directed to call the main office number **508-867-2826**. The answering service will triage these calls based on the list below.

## **Examples of Emergencies:**

- 1. Fires of any kind**-Call #911 immediately-the fire department will notify NBHA Maintenance.
- 2. Gas leaks or Gas Odor**-call #911 immediately-the police/fire department will notify NBHA Maintenance
- 3. No Electric Power in unit.**
- 4. Electrical hazards, sparking outlets**
- 5. Broken water pipes or flood**
- 6. No water or unsafe water**
- 7. Sewer or toilet blockage**
- 8. Roof leak**
- 9. Door or window lock failure**
- 10. Lock outs**
- 11. No heat**
- 12. No hot water**
- 13. Inoperative refrigerator**
- 14. Snow or ice hazard conditions**
- 15. Inoperable Smoke or CO detectors (beeping or chirping detectors)**
- 16. Dangerous structural conditions**

If you would like report a maintenance issue that is not an emergency situation listed above, please contact the office during normal business hours. Monday-Thursday 8:30am to 12:30pm  
Friday 8:30am-11:3am.

Please contact the office at 508-867-2826 with any maintenance related issues or questions.

**If you have a medical, police, or fire emergency, you need to contact 911 immediately**