**BOURNE HOUSING AUTHORITY**

**MAINTENANCE EMERGENCIES**

**CALL: 508-563-7485**

A maintenance emergency is any situation that constitutes a serious threat to the life, safety or health of residents, staff or visitors or may cause serious damage to the property structure or system if not repaired within 24 hours.

If a maintenance emergency is called in during normal business hours, office staff will call maintenance staff to relay the message. Emergencies which occur after business hours are called into the main office number, answered by a 24 hour answering service and relayed to maintenance staff for response.

In the event an emergency is of a more serious nature or requires management attention, maintenance staff will contact the Executive Director. The answering service will first call maintenance staff and will then call the Executive Director if they are unable to reach maintenance.

Examples of maintenance emergencies are:

* No heat
* Locked out of unit
* Water leaks
* Major roof leaks
* Boiler/water heater leaks
* Water in basement
* Clogged toilet
* Toilet won’t flush
* Clogged tub or sink
* Broken window pane or broken glass in door that affects the safety and/or security of the unit or building
* Fallen ceiling
* Alarm going off
* Gas odor
* When utility company needs access to locked boiler room or utility room.