

Southbridge Housing Authority Tenant Maintenance Emergency List

The SHA 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 Southbridge Housing Authority categorizes emergencies as conditions which are immediately threatening to the life or safety of its' residents, staff, or structure. The Southbridge Housing Authority maintains a 24-hour, 7day a 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 **508-765-5858**. 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 SHA Maintenance.
2. **Gas leaks or Gas Odor**-call #911 immediately-the police/fire department will notify SHA Maintenance
3. **Electrical power failures**
4. **Electrical hazards, sparking outlets**
5. **Elevator power failure**- Contact the answering service at 508-765-5858. If you are in the elevator during a power failure, press the emergency button inside the elevator for assistance.
6. **Elevator stoppage or entrapment**- Contact the answering service at 508-765-5858. If you are in the elevator during the stoppage press the emergency button inside the elevator for assistance.
7. **Broken water pipes**
8. **No water or unsafe water**
9. **Sewer or toilet blockage**
10. **Roof drain blockage or leak**
11. **Door or window lock failure**
12. **Lock outs**
13. **No heat**
14. **No hot**
15. **Inoperative refrigerator**
16. **Snow or ice storm**
17. **Inoperable Smoke or CO detectors (beeping or chirping detectors)**
18. **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-Friday 8am to 4pm.

Please contact the office at 508-765-5858 X 5 with any maintenance related issues or questions.

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

