

SWANSEA HOUSING AUTHORITY

EMERGENCY CALL POLICY

The following issues constitute an emergency that warrants a maintenance person to respond after hours:

- Fire - **call 911 first!**
- Flood/Overflowing Toilet
- Electric Power Failure - apartment related only!
- Broken Pipe
- Roof Leak
- No Heat or Hot Water
- Inoperative Refrigerator

Maintenance is not to be called for lock-outs! There is a lock box available for which the Swansea Police Department has a key.

All work orders are to be generated through the office; do not stop maintenance during a workday for any requests.

Important phone numbers:

- **508-679-5828** - office: first place to call in all work orders;
- **508-674-8464** - Swansea Police Department for lock outs;
- **508-726-1193** - Manny's cell: **for an emergency listed above after hours;**
- **508-994-1424** - Dartmouth Housing Authority: to contact Connie with any questionable call.

A tenant will be charged the cost of an overtime call for any call made to the maintenance person that does not fall into the above list.

**Adopted by SHA Board
October 9, 2011**