

SWANSEA HOUSING AUTHORITY

On Call Service Policy

Maintenance is available for **EMERGENCY** repairs after regular business hours.

He can be reached via cell phones for the following emergency situations **ONLY:**

- ✓ Fire
- ✓ Gas Leak
- ✓ Flood/Toilet overflowing
- ✓ No heat, water, electricity
- ✓ Snow
- ✓ Clogged plumbing
- ✓ Faulty appliances: stove or fridge

Emergency phone numbers:

Manny: 508-726-1193

Dartmouth Housing Authority: 508-994-1424

All other maintenance needs should be reported to the office during normal working hours: **Monday, Tuesday, Wednesday and Friday from 8:00 a.m. to noon and Thursday 8:00 a.m. to 3:00 p.m.**

Office Phone Number: 508-679-5828

*Board Approved;
11/20/2017*

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Deferred Maintenance Policy

By order of the Department of Housing and Community Development, the Swansea Housing Authority must have six categories of Work Orders:

- Emergency Work Order (as defined by On Call Service List)
- Vacancy Work Order
- Preventative Work Order
- Inspection Work Oder
- Routine Work Order
- Requested Work Order

Any repair/work created through the system must be completed in a timely fashion (as defined by the category).

Any work/repair that cannot reasonably be completed due to such circumstances as finances, special order or time constraint must be placed in a Deferred Maintenance category with documented justification (usually anything that will take more than 45 days to complete).

*Board Approved ;
11/20/2017*