

MIDDLEBOROUGH HOUSING AUTHORITY
Tenant's Information for Emergency Maintenance

On-Call Emergency Phone Number:

508.802.3264

Middleborough Housing Authority provides our tenants with 24 hour Emergency Maintenance. Before you pick up the phone to call us, though, we want you to know what to expect. Emergency Service is just that: service we provide to you in the event of a true emergency. We have developed a response procedure for emergencies and other situations that arise during non-business hours. We believe that if you know what to expect from us, you'll be better prepared to deal with an unexpected event.

If you are unsure whether you are experiencing an event necessitating a call to our maintenance emergency line, refer to the examples below for guidance. We define a 'maintenance emergency' as a malfunction of property that may result in further damage to the property or pose an immediate threat to safe living conditions.

At move-in, all tenants should familiarize themselves with the location and the use of:

- electric breakers
- GFI outlets
- water shut-off valves

HOW TO CONTACT US

In the case of a true emergency after hours, please call the emergency maintenance number. All non-emergencies should be called in to the office. In both cases please provide:

- your name
- your address
- your apartment number
- your telephone number
- description of the problem.

EMERGENCY EXAMPLES

1. **FIRE** - **Call 911 first!!** Then call us.

2. **GAS LEAK OR SMELL OF GAS**
 - Please contact the Emergency Line from a phone NOT located in the apartment. Sparks from phones, even cell phones, can ignite gas. Natural gas has the unmistakable odor of rotten eggs. If you suspect an appliance is leaking gas, turn off the appliance.

3. **HEAT**
 - No Heat in your Apartment - This is only an emergency in cold weather.

4. ELECTRICITY

- No Electricity in your Apartment - Partial outage do not necessarily constitute an emergency.
- Please familiarize yourself with your fuse panel and/or breakers. FIRST- Check all circuit breakers by flipping them hard (you will hear a clicking sound) to the OFF position and then hard to the ON position and reset any and all GFI breakers (these are the little buttons sometimes found on outlets in bathrooms & kitchens).
- If a wall switch or outlet begins to smoke or smell like it is burning, turn off the switch or unplug items from the outlet. Call Emergency maintenance.

5. PLUMBING

- a) **Flooding of your Apartment** - Call immediately if there is risk of damage to possessions or the property and you cannot contain the leak. Turn off the water valve to the broken pipe, if you can locate it, until maintenance or a contractor arrives- water valves are located under both sinks and under the toilet. Do everything within your power to contain any leaking or flooding and, if necessary, contact other residents who may be affected by the leak.
 - b) **Uncontrolled Water Leak, Flooding/Gushing/Overflowing**: Turn off water valve to pipe until maintenance or a contractor arrives.
 - c) **Plumbing Malfunctions**: In the event of other leaks inside the house such as leaking faucet or toilet, shut off the water supply to the fixture or appliance. If the leak is serious and is likely to cause damage, please call our office during business hours immediately. If after hours, call our emergency line. If the leak is minor or intermittent such as it drips only when you turn on the faucet, this would not constitute an emergency – please call the office line and leave a message- the repair will be addressed the following business day.
- **Clogged drains** - In the event a drain or toilet backs up, it is likely that it was caused by an object or substance originating from inside the unit. You can try clearing the pipes with a plunger. Caustic cleaners should never be used. Should the plumbing need repair due to the tenant's negligence, the tenant will be held responsible for the repair costs. This includes a child's flushing of toys, overuse of toilet paper, Depends or diapers flushed in toilet, dumping of cooking grease, clogging from disposal of food and other debris in kitchen sink, etc.
 - **Toilet back-ups** – same as clogged drains - the issue is usually caused by substance from inside the unit and if so, the tenant will be responsible for the repair costs. Tenant should try to clear toilet clog with plunger. If that doesn't work, resident should turn off the valve behind the toilet, shut the lid and clean up any mess. Due to health issues we will generally not begin work until the area is cleaned up and essentially free of bacterial contaminants.

6. SMOKE DETECTOR/CARBON MONOXIDE DETECTOR

- Alarm will not shut off- vacate the unit, then call the emergency number. Please ensure that it is the smoke or carbon monoxide detector and not the phone or other electronic item low battery beep

7. UNSECURE UNIT

- **Broken window or door** – if this is due to tenant damage, the tenant will be responsible for the associated charges including on-call staff

- **Lock-outs** - If a lockout occurs after hours, weekends or holidays the resident is responsible to ensure a neighbor or family member has a key to the apartment and is willing/able to let them in. If the neighbor or family member is unavailable, and as a last resort, the resident will notify maintenance, using the emergency cellular telephone number. The maintenance personnel will respond as an emergency and be compensated in accordance with the personnel policy. The tenant will be invoiced a lock-out fee of fifty (\$50.00). Lock-out fees are to be paid at the MHA. Only a person who is on the lease will be let into the apartment.

8. DAMAGE TO THE BUILDING

- In the event a tree or limb causes damage to the premises (roof damage, wall damage, blocked driveway) after hours please call the emergency line. During business hours call the office.

NON EMERGENCY EXAMPLES

Non-Emergency issues will be addressed the following business

- **No Hot Water in your Apartment** - This may be considered an emergency ONLY if there has been no hot water for an extended period of time: days not hours. In the event of no hot water, and it is not during a contractor's normal business hours, we may be unable to repair the problem in as timely a manner as we would like, so be resourceful in the meantime.
- **Clogged or Backed Up Toilet** - This may be considered an emergency ONLY if there is only one toilet in the unit AND you have made every effort, including plunging, to clear the stoppage yourself. In any case, turn off the valve behind the toilet, shut the lid and clean up any mess - due to health issues we will generally not begin work until the area is cleaned up and essentially free of bacterial contaminants.
- **Broken Appliances**
- **Small water leaks** that do not gush water all over the floor
- **Noise Complaints or Security Issues** - Please contact the Police @ 911. (If the problem is not serious enough to involve the Police, you still may wish to make us aware of it, so we can address the issue. If so, call the office during business hours – Do Not call the emergency number
- **Assigned Parking Space Disputes**
- **Replacing light bulbs**

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