

APPROVED 1/9/2024

**EASTON HOUSING AUTHORITY  
MAINTENANCE CHARGE POLICY**

During regular business hours Monday thru Thursday 8:00 a.m. – 4:00 p.m. and Friday 8:00 a.m. – 1:00 p.m. service requests shall be requested by contacting us at 508-238-4747.

Residents may be charged for repairs due to neglect, accident and abuse. Charges for materials will be based on actual cost of materials. Maintenance labor will be charged at the lowest paid maintenance laborer position rate.

**EMERGENCY MAINTENANCE SERVICE REQUEST PROCEDURE AT ANYTIME**

In case of emergency, residents should contact the maintenance on call at 508-238-4747 Immediately.

Examples of emergencies are as follows:

**FIRE  
REFRIGERATOR NOT WORKING  
WATER LEAKING  
CEILING LEAKING  
TOILET IS CLOGGED  
TOILET, KITCHEN OR BATHROOM SINK IS LEAKING  
TOILET WILL NOT FLUSH  
TOILET SEAT IS BROKEN  
TUB or BATHROOM SINK IS CLOGGED  
KITCHEN SINK IS CLOGGED  
BROKEN WINDOW  
LOCK CHANGE  
NO HEAT  
NO HOT WATER  
TOO MUCH HEAT  
LOCKOUTS  
BROKEN SECURITY DOOR  
POWER OUTAGE**

**KEYS AND LOCKS:**

At the time of leasing, residents are supplied with keys to their apartment, community room and one mailbox key. All keys are to be returned to the office upon vacating the premises. Residents are not permitted to alter any lock or install a new or additional lock or other attachment on any door. Residents should be very careful not to misplace their key(s). If a resident loses a key to an apartment or common area door a duplicate key will be made and delivered to the resident. The cost for the replacement of an apartment key is \$5.00. Residents requesting a lock change will be charged for the actual cost of materials and will not be charged a labor rate during regular maintenance hours. Residents requesting a lock change after hours will be charged a maintenance labor rate in addition to materials. Due to domestic violence these charges will not be incurred.

**LOCK OUT SERVICE IS AS FOLLOWS:**

If a resident is locked out during regular business hours, the resident must call the office to have the door unlocked at no charge.

A resident locked out after hours will be charged \$40.00 to unlock the door. First time locked out will be at no charge.