

Mansfield Housing Authority

22 Bicentennial Court

Mansfield, MA 02048

Ph: (508) 339-6890

Fax: (508) 339-4956

Lockout Policy

The Mansfield Housing Authority encourages its resident to give a spare key to their apartment to a relative, friend or trusted neighbor. In the event they become locked out of their apartment they could contact that person.

Should a tenant become locked out of their apartment during regular business hours (Monday thru Friday 7:00 AM to 3:30 PM) the tenant may contact the Authority by calling the main office at (508) 339-6890 and a staff person will be summonsed to assist the tenant.

If the lockout occurs during off-business hours, the Authority encourages the tenant to first contact their relative, friend or neighbor that may have a key to their apartment. If they are not available, the tenant may call the main office telephone number and the Authority's Answering Service Company will contact the on-call maintenance employee to assist them.

If a tenant needs the assistance of the on-call maintenance person for a lockout more than three (3) times within a year's period, the tenant will be billed for the after-hours wages paid to the maintenance employee for every lockout that should occur thereafter.

Board Approval: May 8, 2019