

DIGHTON HOUSING AUTHORITY

Maintenance Emergencies

If you have a medical, police, or fire emergency, you need to contact 911 immediately.

Emergency definition and lists

Definition of a maintenance emergency – **A condition that is immediately threatening to the life and safety of residents, staff, or structures.**

The following is the minimum list of emergencies that should be called out to maintenance for immediate repair:

Examples of Emergencies to be called out:

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| * Fires of any kind (Call 911) | * Door or Window lock failure |
| * Gas leaks or Gas odor (Call 911) | * No heat |
| * Electric power failures | * No Hot water |
| * Electrical hazards, sparking outlets | * Snow or ice storm |
| * Broken water pipes or flooding | * Dangerous structural conditions |
| * No water or unsafe water | * Inoperable Smoke/Heat Detector |
| * Sewer or toilet blockage | * Lock outs |
| * Roof leaks | |

If a tenant has an emergency during normal business hours, after hours, weekends, or holidays they should call (508) 823-8361. When the Office is closed the phone will be answered by our answering service. The answering service will contact a member of our staff to respond to the emergency.

If you have a medical, police, or fire emergency, you need to contact 911 immediately.