



EMERGENCY DEFINITION AND EXAMPLES OF EMERGENCIES

IF YOU HAVE A MEDICAL, POLICE, OR FIRE EMERGENCY, CONTACT 911 IMMEDIATELY!

Emergency definition and examples of emergencies

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:

- * Fires of any kind (Call 911)
- * Gas Leaks or Gas Odor (Call 911)
- * Electric power failures
- * Broken water pipes or flooding
- * Electrical hazards, sparking outlets
- * No water or Unsafe water
- * Sewer or Toilet blockage
- * Roof leaks
- * Lock Outs
- * Door or Window Lock Failure
- * No heat
- * No hot water
- * Dangerous structural conditions
- * Snow or Ice hazardous conditions
- * Inoperable smoke or CO detectors, beeping or chirping detectors
- * Inoperative Refrigerator
- * Elevator stoppage or entrapment

If a tenant has an emergency during normal business hours, they should call **413-774-2932** and leave the work order with the receptionist.

If a tenant has an emergency after hours, weekends or holidays, they should contact the Greenfield Housing Authority's answering service by calling **413-774-2932** and **press the * key**. The answering service will contact a member of our Maintenance Staff to respond to the emergency.

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