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.