



REPORTING MAINTENANCE PROBLEMS

Business Hours: Monday – Friday, 8:00 am - 4:00 pm

- To report a work order, call the Greenfield Housing Authority at 413.774.2932 and press 0 for the receptionist
- Leave a detailed message with the receptionist and the work order will be scheduled
- Do not leave a work order request on the maintenance department phone
- Even if you happen to speak with a maintenance staff person regarding the situation, you still must call the work order into the Greenfield Housing Authority main office at 413.774.2932 x 0

Non-Business Hours: Nights, Weekends, Holidays

- To report a routine work order during non-business hours, call the Greenfield Housing Authority at 413.774.2932
- If the work order is not for an emergency item, leave a detailed message on the answering machine as well as a phone number that you can be reached at. The work order will be submitted into the system on the next business day
- If the maintenance issue is an **emergency** (see list), the after-hours message will prompt you to press the star (*) key
- The star (*) key will redirect you to the on-call answering service. The on-call service will take your information and contact a member of the Maintenance Staff.
- The on-call maintenance staff person will contact you by phone and make arrangements to take care of the repair/issue. Please be sure to answer your phone when the maintenance staff calls you.