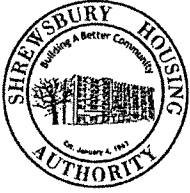


# SHREWSBURY HOUSING AUTHORITY

36 N. Quinsigamond Avenue

Shrewsbury, Massachusetts 01545

Tel. (508) 757-0323 Fax (508) 754-5210



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:

- Fires of any kind (Call 911)
- Gas leaks or Gas odor (Call 911)
- Electric power failures
- Electrical hazards, sparking outlets
- Broken water pipes or flooding
- No water or unsafe water
- Sewer or toilet blockage
- Roof leaks
- Lock outs
- Door or Window lock failure
- No heat
- No Hot water
- Snow or ice storm
- Dangerous structural conditions
- Inoperable Smoke or CO detectors, beeping or chirping detectors
- Elevator stoppage or entrapment

If a tenant has an emergency during normal business hours, they should call (508) 757-0323 ext. 10

If a tenant has an emergency after hours, weekends, or holidays, they should contact the Shrewsbury Housing Authority's answering service at (508) 757-0323. The answering service will contact a member of our staff to respond to the emergency.