

CENTRAL TEXAS HOUSING CONSORTIUM TEMPLE HOUSING AUTHORITY

BELTON HOUSING AUTHORITY

BARBARA B. BOZON, CPA

MEMORANDUM

EXECUTIVE DIRECTOR

DATE:

October 19, 2005

TO:

Residents

FROM:

Barbara B. Bozon, Executive Director

SUBJECT:

Emergency Maintenance on Weekends, Holidays, and Non-Business Hours

We have had several inquiries from residents concerning our emergency maintenance during non-business hours.

Our on-call maintenance technicians will perform maintenance during non-business hours if the maintenance call is determined to be an emergency.

An emergency is defined as a situation where maintenance must be performed to correct a condition that poses an immediate threat to life, health, safety or property, or related to fire safety.

Examples of valid emergency maintenance requests are listed below:

- Door kicked in (Exterior doors only).
- Electric power is off in the apartment (Lack of power to one room does not constitute an emergency).
- Elevator not working.
- Fire and/or smoke coming from an apartment in our apartment community.
- Flooding in apartment. (This could be caused by an overflowing toilet, burst pipes, washing machine, etc.).
- Heater not working.
- Lock-Outs (Resident must have a valld ID and be on the Apartment listing to gain entry). A charge will be assessed for this service in accordance with the current schedule of charges. Refrigerator not working.
- Sewer is running out of a manhole or a clean-out in our apartment community.
- Smoke detector alarm going off.
- Toilet is stopped up (When there Is only one toilet In the apartment).
- Water is not on at apartment.
- Windows broken.
- Electrical outlet is sparking.
- Air conditioner is not working. (Minor repairs will be made. If replacement of the entire unit is necessary that will be done

Examples of non-emergency maintenance requests are listed below:

- Electrical outlet does not work. (If it is NOT sparking.)
- Hot water heater is not working (This normally entails extensive work that will be completed on the next business day).
- Toilet is stopped up but there is more than one toilet in the apartment.
- Water leaks (minor leaks such as kitchen sinks, faucets, etc.).
- Window is cracked but not broken.

Should you require emergency maintenance on weekends, holidays, or non-business hours in your apartment, please call (254) 770-8280. If you are not sure whether your request is considered an emergency, please call the number and the maintenance technician will determine whether your request is considered an emergency. If necessary, the technician will discuss the situation with his supervisor. Any non-emergency maintenance requests should be reported as soon as possible

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Reply to: P.O. Box 1326, Temple, Texas 76503-1326

