

# Housing Authority of the County of San Bernardino

## Maintenance Call Procedure System

Monday through Friday 8:00am - 4:00pm

**Call (909) 555-4567**

After Hours, Weekends & Emergencies

**Call (909) 555-1234**

### EMERGENCY RESPONSE CATEGORIES

**-CALLS ANSWERED WITHIN 24 HOURS-**

#### **FIRE - CALL "911"**

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|--|--|
| 1. No Water, complete unit                         | 7. Stopped Up Toilet -<br>Single Bath Units only |
| 2. Gas Smell, call & leave unit                    | 8. Locked out of Unit                            |
| 3. Electrical Shorts                               | 9. Door Security Problem                         |
| 4. Running Water, Inside Unit                      | 10. Broken Window on<br>Ground Floor only        |
| 5. No Heat, Temp. below 50° F                      | 11. Plugged Drains (All)                         |
| 6. No Air Conditioning at<br>Senior Buildings only | 12. No Electricity, completely                   |

**SPONSOR AD PLACEMENT SPACE**