

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 to maintenance

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| <ul style="list-style-type: none">• 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 | <ul style="list-style-type: none">• 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 |
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If a tenant has an emergency during normal business hours they should call **508-872-0422**. If a tenant has an emergency after hours, weekends, or holidays, they should contact the Framingham Housing Authority **Answering Service at 508-872-0422**. The answering service will contact a member of our staff to respond to the emergency.

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The following list of deficiencies should be marked as emergencies in your work order system:

- Fires of any kind (Call 911)
- Gas leaks / Gas odor (Call 911)
- Electric power failures
- Electrical hazards, sparking outlets
- Broken water pipes, flood,
- No water / unsafe water
- Sewer or toilet blockage
- Roof leak
- Lock outs, Door or Window lock failure
- No heat / Heating system does not work
- No Hot water
- Snow or ice storm
- Dangerous structural defects
- Inoperable Smoke / CO detectors, beeping or chirping
- Elevator stoppage, entrapment
- Inoperable emergency lighting or exit signs
- Inoperative refrigerator or Stove
- Blocked egress /exits
- Blocked electrical panel
- Exposed wires, Unsecured or missing covers, open breaker port, missing knockouts
- Call for Aide not working or cord missing, blocked , tied up or does not reach to floor
- Clogged sink, toilet, or drain, Sewer odor
- Heater / Exhaust system leaking dangerous gases
- GFCI Outlet is inoperable
- Evidence of Leak/Mold/Mildew
- Window will not stay up, Window will not lock, Broken Window pane
- Flammables improperly stored
- Excessive garbage in area not designated for storage
- Infestation of Rodents or Insects
- Sharp edges that could pose a cutting hazard
- Tripping hazards
- Leaking pipes
- Drip legs do not extend within 12" of floor
- Door hardware is inoperable
- Self-closing door does not latch
- Risk of falling chimney pieces
- No running water in unit or building
- Elevator inoperable
- Fire Extinguisher expired
- Fire Sprinkler components missing or damaged