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

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

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.

**IF you have a medical, police or fire emergency, you need to call 911 immediately**
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