



WENHAM HOUSING AUTHORITY

WHA Emergency Maintenance Plan/Policy

The WHA will respond to calls for Emergency Maintenance Services 24 hours a day, if the reported problem involves a condition that is immediately threatening to the life and safety of residents, staff, or structures. Typical calls that qualify for emergency maintenance response are listed below. Routine maintenance calls will be scheduled during normal business hours.

How to Report a Maintenance Emergency:

To report a maintenance emergency during business hours, Monday – Friday 7:30 AM to 4:00 PM, all tenants should call the main office at 978-468-1532.

If the Maintenance Emergency is after normal business hours, call the main office number at 978-468-1532 and the WHA answering service will screen the maintenance call and forward emergency request to the maintenance staff person on call.

Maintenance Emergency Include:

- No Heat
- No Hot Water
- Overflowing toilet, sink, major leak, broken water pipe or flood
- Leaking Hot Water Heater
- Outlets sparking/ loss of electricity
- Anything deemed a safety issue
- Smoke detector is going off
- Fire of any kind
- Broken water pipes
- Roof Leaking

If your have a medical, police or fire emergency, you need to call 911 immediately