

## **NHA'S ITEMS CONSIDERED EMERGENCY FOR ON-CALL PURPOSES**

### **CURRENT ON-CALL POLICY**

After normal working hours, between the hours of **3:30 P.M. and 7:30 A.M. (Monday – Friday) and on the weekends (24 hour)**, on-call personnel respond to emergencies only. Please note and read the below on-call emergency list and your rules and regulations for further information.

- 1. Broken water line**
  - Does not include dripping faucets or no water in one area, as there are alternate sources of water available in each unit
- 2. Toilet overflowing/not flushing**
  - It is very helpful if you have a plunger available and plunger your toilet first to see if this corrects the situation before calling
- 3. Lock Out**
  - Resident will receive first lock out free. All others will be charged \$15.00
- 4. No power to entire unit/specific outlet or appliance**
  - Please check your circuit breaker box for partial electrical outages and call National Grid 800-465-1212 the electric company first.
- 5. Common lighting out**
  - Call when the outage creates a clear danger to security and health (Please note, do not call in for one hall light or one street light as an emergency. This can be called in on the next regular business day)
- 6. Broken windows/doors**
  - Broken glass
  - Inoperable lock
- 7. Smoke detector malfunction (hardwired)**
  - Check battery and replace if needed first
- 8. Carbon Monoxide Detector \*\* Leave your apartment immediately and call 911\*\***
- 9. No heat or hot water**
  - Answering service will page maintenance
- 10. Gas smell**
  - Call Columbia Gas 800-792-2444
- 11. Fires, of any kind**
  - Call 911 for assistance
- 12. Clogged sink**
  - If both sinks are clogged at the same time
- 13. Flood**
  - Broken/leaking water pipes current
  - Flood inside your apartment or the building

- 14. Electrical hazards**
  - Sparking outlets
  - Exposed wires
  - Unsecured or missing outlet covers
  - Open breaker port
  - Heater or exhaust system leaking/foreign odor
- 15. No water**
  - No water coming from any faucet
  - unsafe/discolored water
- 16. Roof leak**
- 17. Snow or ice storm**
  - When weather conditions require the assistance of snow removal and or salted stairs/walkways
- 18. Dangerous structural defects**
  - When it is obvious that something could fall/break and or injure any party
- 19. Elevator stoppage**
  - Entrapment in the elevator
- 20. Inoperable lighting of emergency or exit signs**
- 21. Blocked exits of building**
- 22. Excessive garbage**
  - When not placed in designated area
- 23. Infestation**
  - Rodents/insects
- 24. Flammables improperly stored**
- 25. Fire extinguisher expired**
- 26. Fire sprinkler**
  - Missing components
  - damaged

When calling in an emergency, dial 413-584-5987 for the answering service. Stay on the line for operator assistance so that they may contact the appropriate personnel immediately. If it is not an emergency, dial 413-584-4030 to simply leave a message which we will pick up on the next business day.

**PLEASE LEAVE YOUR NAME, APARTMENT NUMBER, AND PHONE NUMBER WHEN CALLING THE ANSWERING SERVICE.**

Please note that problems with your neighbors such as noise or concern for their safety are situations that should be handled by the police. Please dial **(413) 587-1100** for the Northampton Police Department for assistance.